

CalSAWS

California Statewide Automated Welfare System



Bi-Weekly Status Report

CalSAWS Infrastructure

Reporting Period: April 6, 2026 – April 19, 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 51 active Infrastructure Production defects.
Incidents	<ul style="list-style-type: none"> RESOLVED: PRB0053375 – Starting at 1:19 PM on April 13, 2026, some cases have a CalWORKs allotment that has incorrectly been decreased due to a PVS report of UIB income for the household which should have not been counted until the next SAR. Impacted cases will have an incorrect decrease in benefits until the issue is resolved. Note: Not all counties have been impacted by Defect CA-299534. Review the list of discontinued CalWORKs cases. If needed, rescind the case and redetermine eligibility. List is posted in the following location: Communication Portal > Communication & Resources > County Secured Documents > County Name > Reports and Data > SCR and SIR Lists > 2026 > CA-299534 PVS_Batch CW Discontinued_Cases. The CalSAWS project team is actively investigating this issue. Defect CA-299534 has been created to track this issue and is targeted for deployment tonight, April 16, 2026. An update will be provided when the issue is resolved. As of 7:16 PM on April 16, 2026, the issue has been resolved with the deployment of Defect CA-299534. UIB will be applied correctly for future cases; however, action is still required to resolve the impacted cases. A County Alert Transmittal will be distributed with instructions for counties on how to correct the impacted cases. RESOLVED: PRB0053390– Starting at 9:40 AM on April 17, 2026, Humboldt County users at the 929 Koster St, Eureka site are unable to access CalSAWS and associated systems due to a local power outage. Humboldt County users at the Eureka site will experience issues accessing CalSAWS and associated systems until the issue is resolved. The local utility provider is currently working on repairing the cause of the issue, with an estimated time of restoration of 12:15 PM today. The CalSAWS project team is actively monitoring updates from the utility provider and will provide an update when the issue is resolved. As of 2:08 PM on April 17, 2026, this issue has been resolved. Power at the

TOPIC	HIGHLIGHTS FOR THE REPORTING PERIOD
	<p>Eureka site has been restored and users are able to access CalSAWS and associated systems.</p> <ul style="list-style-type: none"> • Fix in Progress: PRB0053368 – Starting at 1:19 PM on April 13, 2026, duplicate income records were created due to the following: <ul style="list-style-type: none"> ○ CalSAWS received duplicate PVS abstracts from CDSS. When loaded, the PVS automation processed each abstract, resulting in the automation running twice for the same case and creating duplicate income records. ○ The PVS automation did not account for worker-entered updates. As a result, when the April automation ran, it updated May income again using PVS data. <p>Impacted cases include duplicate income records, and in some instances, cases were incorrectly discontinued due to excess income. Not all counties have impacted cases. The CalSAWS project team is actively investigating this issue. SCR CA-299967 has been created to track the effort. In the interim, Defect CA-300015 has been initiated to update the income records via Data Change. An update will be provided as additional information becomes available.</p> <ul style="list-style-type: none"> • RESOLVED: PRB0053367 – Starting at 9:00 AM on April 14, 2026, lobby kiosks are unable to print receipts after customers check-in the lobby. In addition, some customers are unable to scan documents using lobby kiosks. Customers will not be able to receive receipts from lobby kiosks after check-in. Also, customers may experience issues when scanning documents using lobby kiosks until the issue is resolved. The project team is actively investigating, and defect CA-299887 has been created to track the fix for this issue. An update will be provided as additional information becomes available. As of 3:30 PM on April 14, 2026, the issue has been resolved by the project team. Lobby kiosks are now able to print receipts after customers check-in and customers are able to scan documents using lobby kiosks. • RESOLVED: 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. As of 12:00 AM on April 12, 2026, the issue has been resolved with the deployment of Defect CA-298796. PVS abstracts for the month of April have been processed on Saturday, April 11, 2026. • RESOLVED: PRB0053196 – Starting at 8:00 PM on March 1, 2026, the applicant IEVS file is being received in CalSAWS without Franchise Tax

TOPIC	HIGHLIGHTS FOR THE REPORTING PERIOD
	<p>Board (FTB) data. The IEVS applicant inbound file will be missing the FTB data until further notice. The Applicant IEVS Detail page will still display applicant IEVS data, however FTB details will not be shown. This issue is due to a delay in the FTB annual match processing and will not impact CalSAWS functionality or other batch processing. CalSAWS will continue processing of the Applicant IEVS (A-IEVS) file without the FTB data until this issue is resolved. FTB estimates that the annual file processing will be completed by April 2026. - Starting March 2, 2026, a broadcast message is being displayed by MEDS as follows: "ATTN: A-IEVS MANUAL TRANS EDD & SSA DATA AVAIL ONLY, FTB DATA HALTED TBA." - Once FTB resumes transmission, CalSAWS will automatically ingest and process the files through the standard interface with MEDS without requiring any system changes or county action. An update will be provided when additional information becomes available. As of 1:45 PM on April 8, 2026, the issue is resolved. The A-IEVS System has been fully restored as of April 8, 2026. FTB, EDD, and SSA income information is now available.</p> <ul style="list-style-type: none"> RESOLVED: PRB0053250 – Starting at 7:00 AM on March 19, 2026, the Integrated Child Care Service Payment Detail Report is not generated for Imperial County. Imperial County users will not be able to view the latest version of the Integrated Child Care Service Payment Detail Report until the issue is resolved. The project team is actively working to resolve the issue and Defect CA-298808 has been created to track the fix. An update will be provided when the issue is resolved. As of 6:00 PM on April 3, 2026, the issue has been resolved with the deployment of Defect CA-298808. Imperial County users are able to view the latest version of the Integrated Child Care Service Payment Detail Report.
Maintenance/ Deployments	<ul style="list-style-type: none"> 4/19/2026: Maintenance – CalSAWS Maintenance 4/19/2026: Maintenance – Adhoc Reporting Database Maintenance 4/19/2026: Deployment – Priority Release 26.04.19 (CHG0058872) 4/17/2026: Deployment – Priority Release 26.04.17 (CHG0058871) 4/16/2026: Deployment – Priority Release 26.04.16 (CHG0058870) 4/15/2026: Deployment – Priority Release 26.04.15 (CHG0058869) 4/14/2026: Deployment – Priority Release 26.04.14 (CHG0058868) 4/12/2026: Maintenance – CalSAWS Maintenance 4/12/2026: Maintenance – Adhoc Reporting Database Maintenance 4/11/2026: Deployment – Priority Release 26.04.11 (CHG0058844) 4/10/2026: Deployment – Priority Release 26.04.10 (CHG0058843) 4/9/2026: Deployment – Priority Release 26.04.09 (CHG0058739)
Milestones	<ul style="list-style-type: none"> 8 Production Deployments during this reporting period 159 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 FDEL Comments	Re-Submit FDEL 4/22
I-D02 – Appendix H	Configuration Management Plan – OWDs – Hardware Asset Management and Software Management	DDEL in Review	DDEL Review complete 4/23

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 0058-26 Scheduled Downtime Notification – 4-24-2026	1	4/6/2026
Scheduled CalSAWS Maintenance	CalSAWS Broadcast >> Scheduled CalSAWS Learning Management System (LMS) Maintenance – 4/17/2026, 9:00 PM to 2:00 AM, 4/18/2026	6	4/16/2026
	CalSAWS Broadcast >> Scheduled Maintenance >> CalSAWS Imaging Solution (Hyland) Maintenance - 4/24/2026, 10:00 PM to 1:00 AM, 4/25/2026		4/15/2026
	CalSAWS Broadcast >> Scheduled Maintenance >> CalSAWS Jira Maintenance – 4/18/2026, 2:00 PM to 6:00 PM		4/15/2026
	CalSAWS Broadcast >> Scheduled CalSAWS Maintenance - 4/24/2026, 10:00 PM to 2:00 AM, 4/25/2026		4/13/2026

CATEGORIES	SUBJECT	COUNT	DISTRIBUTION DATE (S)
	CalSAWS Broadcast >> Scheduled CalSAWS Maintenance – 4/19/2026, 1:00 PM to 6:30 PM		4/6/2026
	CalSAWS Broadcast >> Scheduled CalSAWS Adhoc Maintenance – 4/19/2026, 12:00 PM to 4:00 PM		4/6/2026
Scheduled BenefitsCal Maintenance	CalSAWS Broadcast >> Scheduled CalSAWS Maintenance – 4/10/2026 – Updates, BenefitsCal Maintenance Addition – 8:00 PM to 10:00 PM	1	4/10/2026
Scheduled EBT Maintenance	None		
CalSAWS County Executive Communications	Resolved - CalSAWS County Executive Communication – Humboldt County - Eureka Site - CalSAWS Access Issue - Power Outage	2	4/17/2026
	New - CalSAWS County Executive Communication – Humboldt County - Eureka Site - CalSAWS Access Issue - Power Outage		4/17/2026
Issue Notification	Resolved – PRB0053390 Resolved – PRB0053375 New – PRB0053390 --- New – PRB0053368 New – PRB0053375 --- Resolved – PRB0053367 New – PRB0053367 --- Resolved – PRB0053196 Resolved – PRB0053309 --- Resolved – PRB0053250	10	4/17/2026 4/17/2026 4/17/2026 --- 4/16/2026 4/16/2026 --- 4/14/2026 4/14/2026 --- 4/13/2026 4/13/2026 --- 4/8/2026
Priority Release Requests for Approval	Priority Release 26.04.19 (CHG0058872) Priority Release 26.04.17 (CHG0058871) Priority Release 26.04.16 (CHG0058870) Priority Release 26.04.15 (CHG0058869) Priority Release 26.04.14 (CHG0058868) Priority Release 26.04.11 (CHG0058844) Priority Release 26.04.10 (CHG0058843) Priority Release 26.04.09 (CHG0058739)	8	4/19/2026 4/17/2026 4/16/2026 4/15/2026 4/14/2026 4/11/2026 4/10/2026 4/9/2026

CATEGORIES	SUBJECT	COUNT	DISTRIBUTION DATE (S)
Informational Alert	CalSAWS Informational Alert >> County Opt-In Service Catalog – New Communication Portal Location	6	4/17/2026
	CalSAWS Informational Alert >> Training Updates Preview Document - April 2026		4/17/2026
	Informational Alert - Jira PRD Downtime – 4/18/2026		4/15/2026
	CalSAWS Informational Alert >> Early Batch Start on Saturday 4/11/2026		4/6/2026
CalSAWS	Daily Health Report	10	4/17/2026 4/16/2026 4/15/2026 4/14/2026 4/13/2026 4/10/2026 4/9/2026 4/8/2026 4/7/2026 4/6/2026

Table 3.1-2: Enhanced Communications

CATEGORY	SUBJECT	COUNT	DISTRIBUTION DATE (S)
None			

3.2 Planned Outages

The following table lists the planned outage communications.

Table 3.2-1: Planned Outage Communications

SYSTEM	PURPOSE	TIMEFRAME	IMPACT	CIT DATE	CALSAWS BROADCAST DATE
CalSAWS	Identity and Access Management Solution (ForgeRock) Maintenance	4/24/2026 10:00 PM to 4/25/2026 2:00 AM	CalSAWS, Contact Center, BenefitsCal, OCAT, QLIK, Childcare Portal, Auditor, ServiceNow, LMS, AWS Console, Imaging, eCCP, and CCP will be	CIT 0058-26 4/6/2026	4/13/2026

SYSTEM	PURPOSE	TIMEFRAME	IMPACT	CIT DATE	CALSAWS BROADCAST DATE
			unavailable during this time.		
CalSAWS	Imaging (Hyland) Maintenance	4/24/2026 10:00 PM to 4/25/2026 1:00 AM	Imaging will be unavailable during this time.		4/15/2026
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	4/6/2026
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	4/6/2026
CalSAWS	LMS Maintenance	4/17/2026 9:00 PM to 2:00 AM, 4/18/2026	LMS will be unavailable during this time.		4/16/2026
CalSAWS	Jira Maintenance	4/18/2026 2:00 PM to 6:00 PM	Jira will be unavailable during this time.		4/15/2026
BenefitsCal	BenefitsCal Release 26.04.10	4/10/2026 8:00 PM to 10:00 PM	BenefitsCal will be unavailable during this time.		4/10/2026

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

CIT ID	SUBJECT	CATEGORY	DISTRIBUTION DATE	PRIMARY CALSAWS CONTACT	BACKUP CALSAWS CONTACT
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
N/A	N/A	N/A	N/A	N/A	N/A

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

Table 3-3-3: Overdue CRFI

CRFI ID	SUBJECT	REGION 1	REGION 2	REGION 3	REGION 4	REGION 5	REGION 6
26-017	Disposal of Equipment (End-of-life monitors available to Counties for County use)	Alameda, Contra Costa, Monterey, San Benito, San Mateo, Santa Clara, Santa Cruz, Solano, Sonoma	El Dorado, Mono, Nevada, Placer, Sacramento, Sierra, Tuolumne, Yuba	Butte, Colusa, Del Norte, Glenn, Humboldt, Lake, Lassen, Mendocino, Modoc, Plumas, Shasta, Siskiyou, Trinity	Inyo, Kings, Mariposa, Merced, San Joaquin, San Luis Obispo	Imperial, Orange, San Bernardino, Santa Barbara, Riverside, Ventura	Los Angeles
26-016	Request for Updated County Contacts for County Reference Material	N/A	Mono, Sierra, Tuolumne, Yuba	Trinity	Fresno, Inyo	Santa Barbara	N/A
26-011	Annual CalSAWS Security Compliance Memorandum	N/A	Mono, Sierra, Yuba	Colusa, Lassen, Mendocino, Siskiyou	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

ID	DESCRIPTION	STATUS
SIRFRA 1434	SB 1289 – Medi-Cal Call Center Data – Monthly Data	Completed
SIRFRA 1434	Medi-Cal Call Center Data – Amended – Recurring	Recurring
SIRFRA 1440	SIRFRA 1440 – Print/postage/Adobe rendering cost	Completed
SIRFRA 1441	SB 1289 Medi-Cal Call Center Data Fiscal Estimate	Completed
SIRFRA 1442	Print/Postage/Adobe estimates	Completed
SIRFRA 1447	Remaining Counties to opt into Automatic Return Mail Processing	Completed
SIRFRA 1448	Property Insert	Completed
SIRFRA 1453	Automation of Updated Member Address	Completed
SIRFRA 1454	Adult Expansion Freeze Additional Outreach	Completed
SIRFRA 1454	Adult Expansion Freeze – Amended	Completed
SIRFRA 1455	Record Telephonic Signature in CalSAWS	Completed
SIRFRA 1461	Reinstatement of Asset Limit for Pickle	Cancelled
SIRFRA 1462	Cost Estimate for AB 2161	Completed
SIRFRA 1464	SIRFRA 1464 – Data Collection: Sexual Orientation, Gender Identity, and Intersex Status: Disclosure (SB 1114)	Cancelled
SIRFRA 1466	Cost Estimate for SB 1054	Completed
SIRFRA 1467	Cost Estimate for AB 2077	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 1476	SB 1252 California Resident Taxpayer Health Care Coverage	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

ID	DESCRIPTION	STATUS
SCERFRA 25-518	SCERFRA 25-518 – Shorter Versions of the Prepopulated SAR 7 Form and SAR 7A	Completed
SCERFRA 25-523	BenefitsCal Income Verification Service	Cancelled
SCERFRA 25-525	BenefitsCal Income Verification Service	Completed
SCERFRA 25-527	Integration of the Work Number	Completed
SCERFRA 25-528	Revised SAR 2	Completed
SCERFRA 25-529	Immunization Forms Revision Efforts (CW 2209)	Completed
SCERFRA 25-530	Termination of Standard Medical Deduction Demonstration Project	Completed
SCERFRA 25-531	ABAWD Form – CF 377.11E	Completed
SCERFRA 25-531	ABAWD Form – CF 377.11E Mass Mailer	Completed
SCERFRA 25-534	CalFresh ROI Enhancement for CalFresh Outreach Network	Completed
SCERFRA 25-535	NOAs for the CW's Special Needs payment	Completed
SCERFRA 25-536	CWS-CARES and CalSAWS Interface	Completed
SCERFRA 25-537	Income and Eligibility Verification System (IEVS) Deceased Persons Match	Cancelled
SCERFRA 25-538	Income and Eligibility Verification System (IEVS) Lottery Match	Cancelled
SCERFRA 25-539	Update the 377.11E CF RE Packet for ABAWDs	Completed
SCERFRA 25-540	Request for Production Simulation Environment to Support FCED API Testing	Completed
SCERFRA 25-904	SCERFRA 25-904 Print/Postage/Adobe Costs	Completed
SCERFRA 25-905	SCERFRA 25-905 Print/Postage/Adobe costs	Completed
SCERFRA 25-915	AB 42 – CalWORKs: CalFresh: Eligibility: Income and Resource Exclusions	Completed
SCERFRA 25-916	AB 1324 – CalWORKs	Completed
SCERFRA 25-918	AB 969 – CalWORKs: Family Violence Option and Gender-based Violence Information	Completed
SCERFRA 25-919	AB 1161 – Public Social Services: State of Emergency or Health Emergency	Completed
SCERFRA 25-920	AB 1402 – Fresh Start Grants: Personal Income Tax Law: Credits	Completed
SCERFRA 25-933	SB 420 – Automated Decision Systems	Completed
SCERFRA 25-934	SCERFRA 25-934 – Central Print (PII Breach)	Completed
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

ID	DESCRIPTION	STATUS
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
SCERFRA 26-918	Public Social Services: Domestic Violence Services (AB 2470)	Completed
SCERFRA 26-919	CalFresh: Federal Government Shutdowns (SB 1077)	Completed
SCERFRA 26-920	SB 961, as amended, Ashby. CalFresh: student eligibility.	Submitted

4 INFRASTRUCTURE OPERATIONS

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

4.1 Service Management

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

4.1.1 CalSAWS Service Desk Metrics

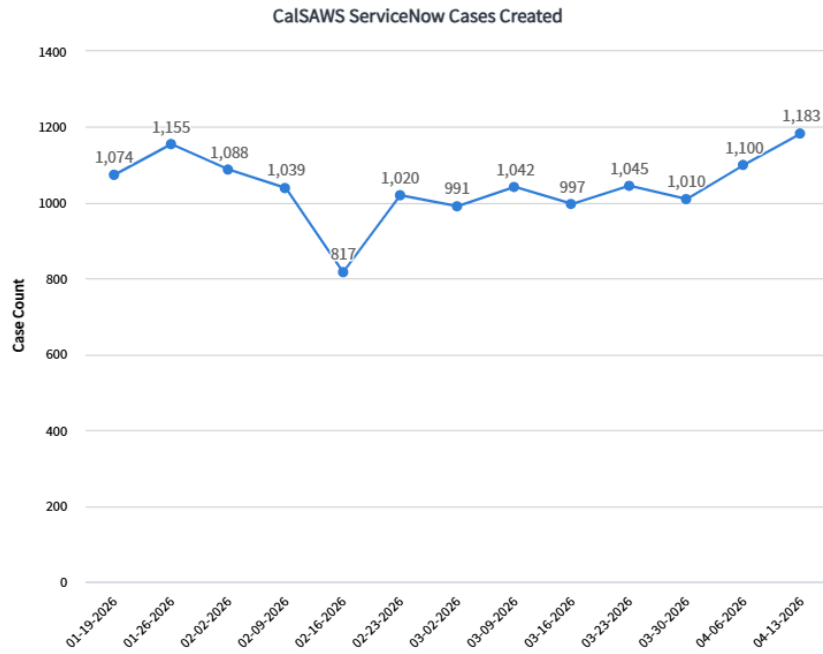


Figure 4.1.1: CalSAWS ServiceNow Cases per Week Created

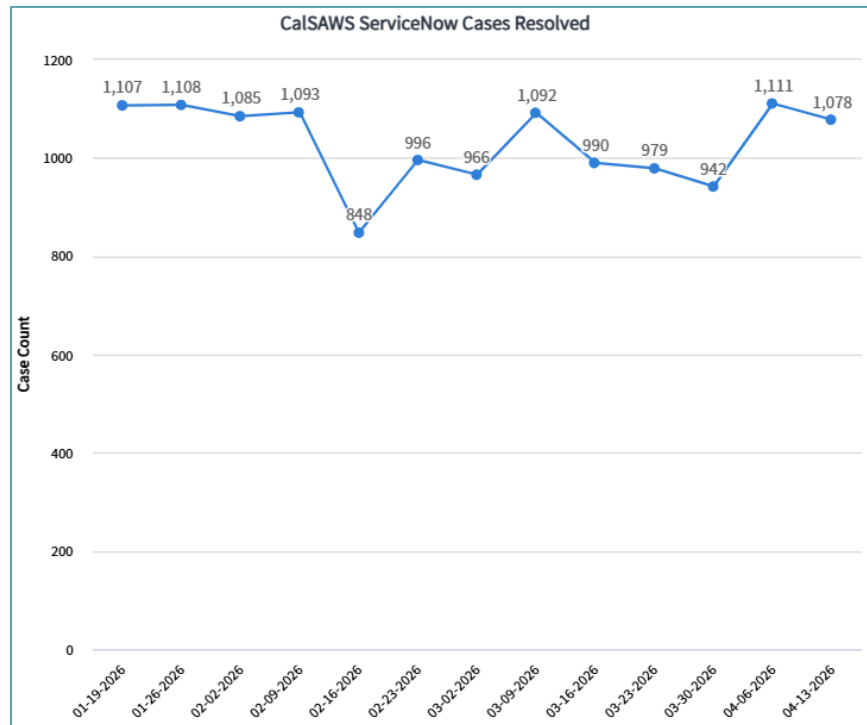


Figure 4.1.1-4.1.2: CalSAWS ServiceNow Cases per Week Resolved

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.

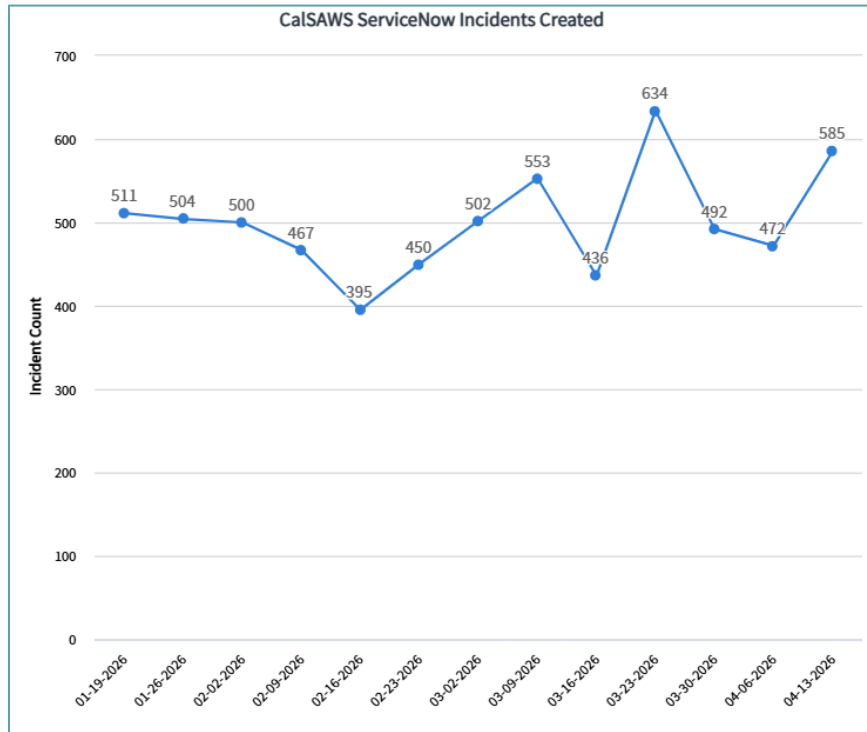


Figure 4.1.3: CalSAWS ServiceNow Incidents Created

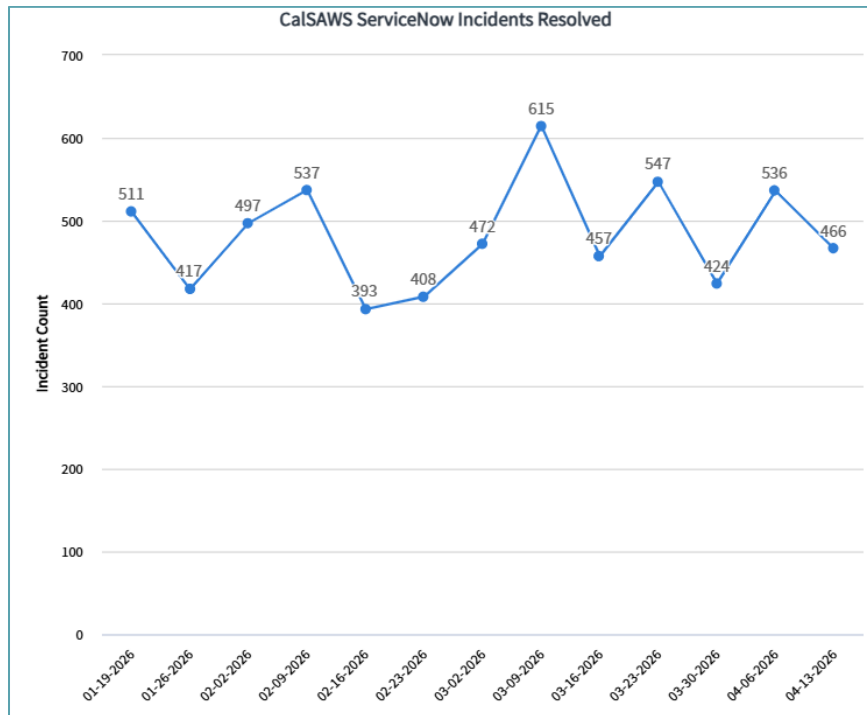


Figure 4.1.1-4.1.4: CalSAWS ServiceNow Incidents Resolved

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.

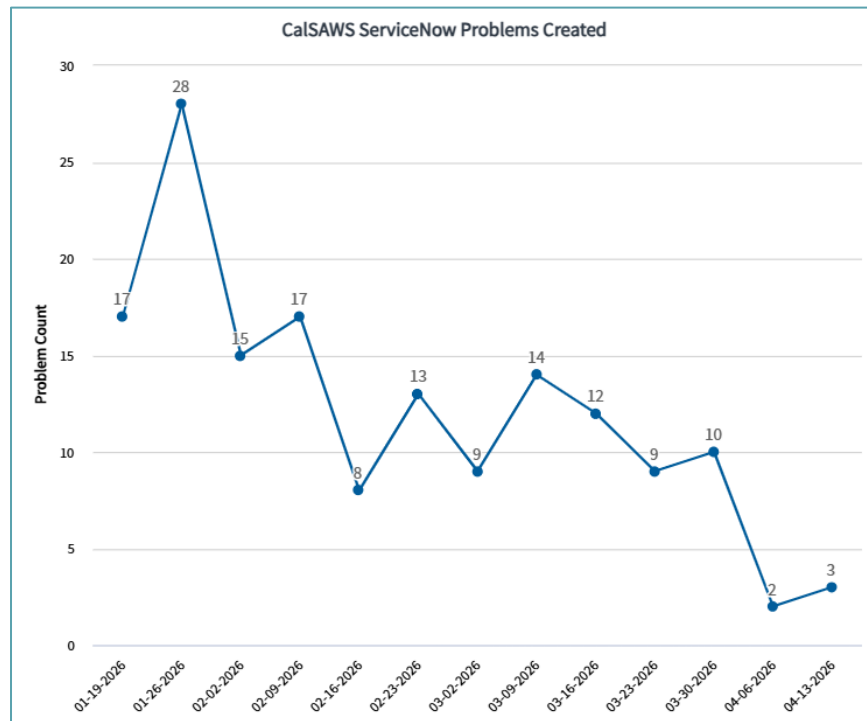


Figure 4.1.1-4.1.5: CalSAWS ServiceNow Problems Created

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.

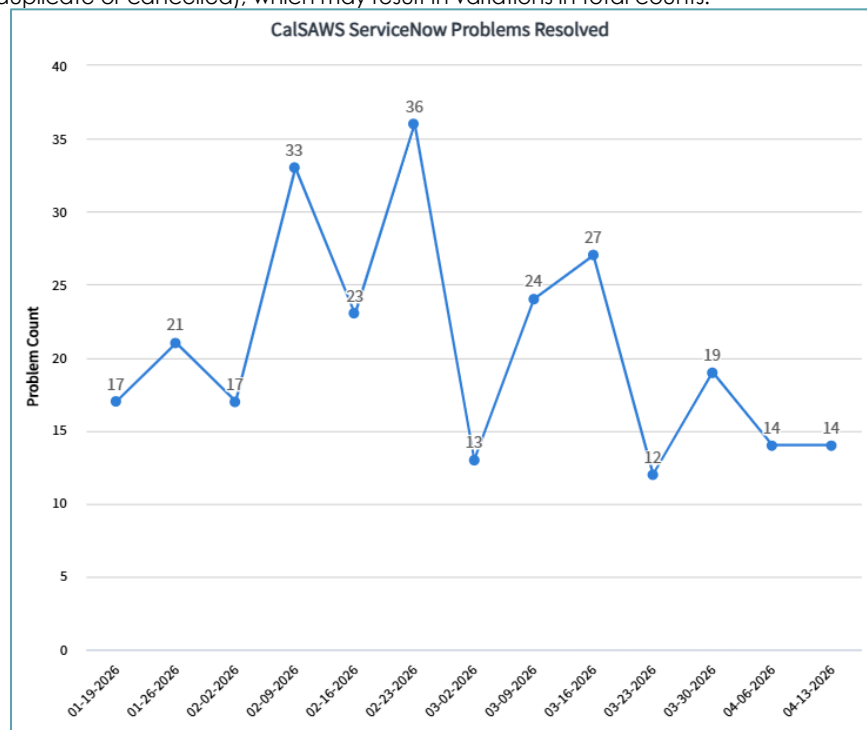


Figure 4.1.1-4.1.6: CalSAWS ServiceNow Problems Resolved

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	2	54	2	1	1	6	5	1	72
IN PROGRESS	0	85	16	12	26	27	35	18	219
ON HOLD	0	110	43	49	63	154	168	32	619
RESOLVED	2	255	216	280	234	43	16	4	1,050
CLOSED	13	6	2	49,632	101,681	18,253	12,524	3,598	185,709
PROBLEM IN DIAGNOSIS	0	0	0	0	0	0	0	1	1
TOTAL	17	510	279	49,974	102,005	18,483	12,748	3,654	187,670

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.

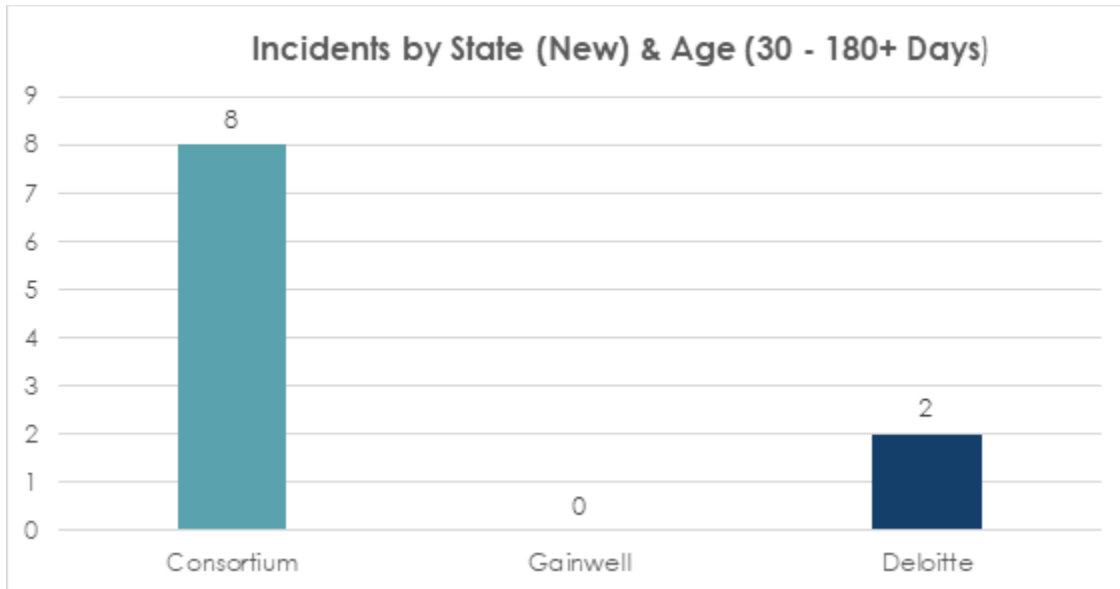


Figure 4.1.1-4.1.7: CalSAWS ServiceNow Incidents by State (New) and Age (30 – 180+ Days)

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

ORGANIZATION	SERVICE DESK INCIDENTS	INFRASTRUCTURE INCIDENTS	TOTAL INCIDENTS
Consortium	8	0	8
Gainwell	0	0	0
Deloitte	0	2	2
Total	8	2	10

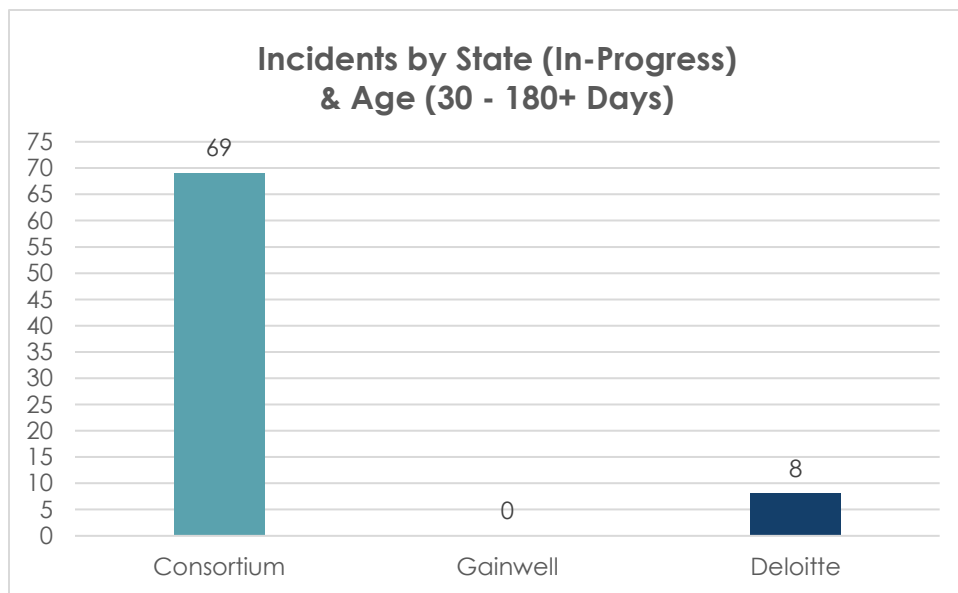


Figure 4.1.1-4.1.8: CalSAWS ServiceNow Incidents by State (In progress) and Age (30 – 180+ Days)

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

ORGANIZATION	SERVICE DESK INCIDENTS	INFRASTRUCTURE INCIDENTS	TOTAL INCIDENTS
Consortium	69	0	69
Gainwell	0	0	0
Deloitte	4	4	8
Total	73	4	77

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

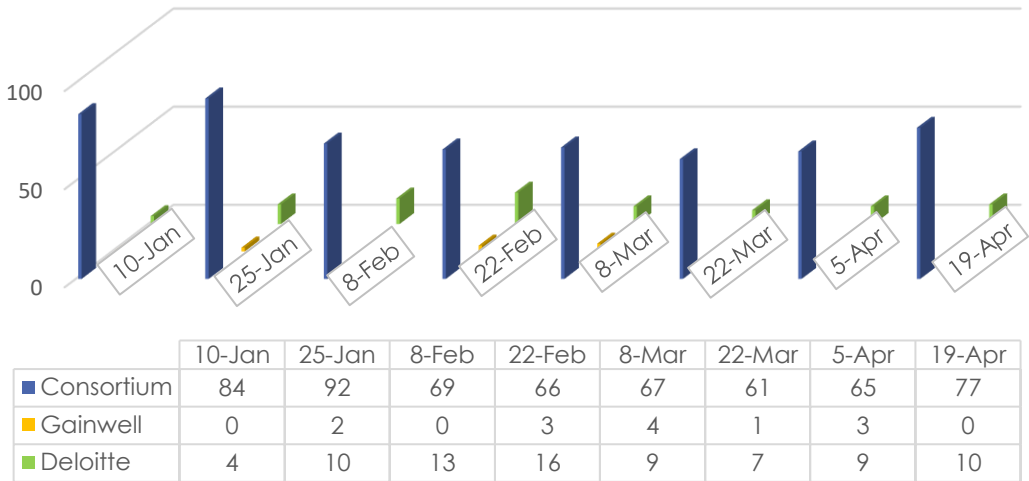


Figure 4.1.1-4.1.9: Aging Incident Backlog

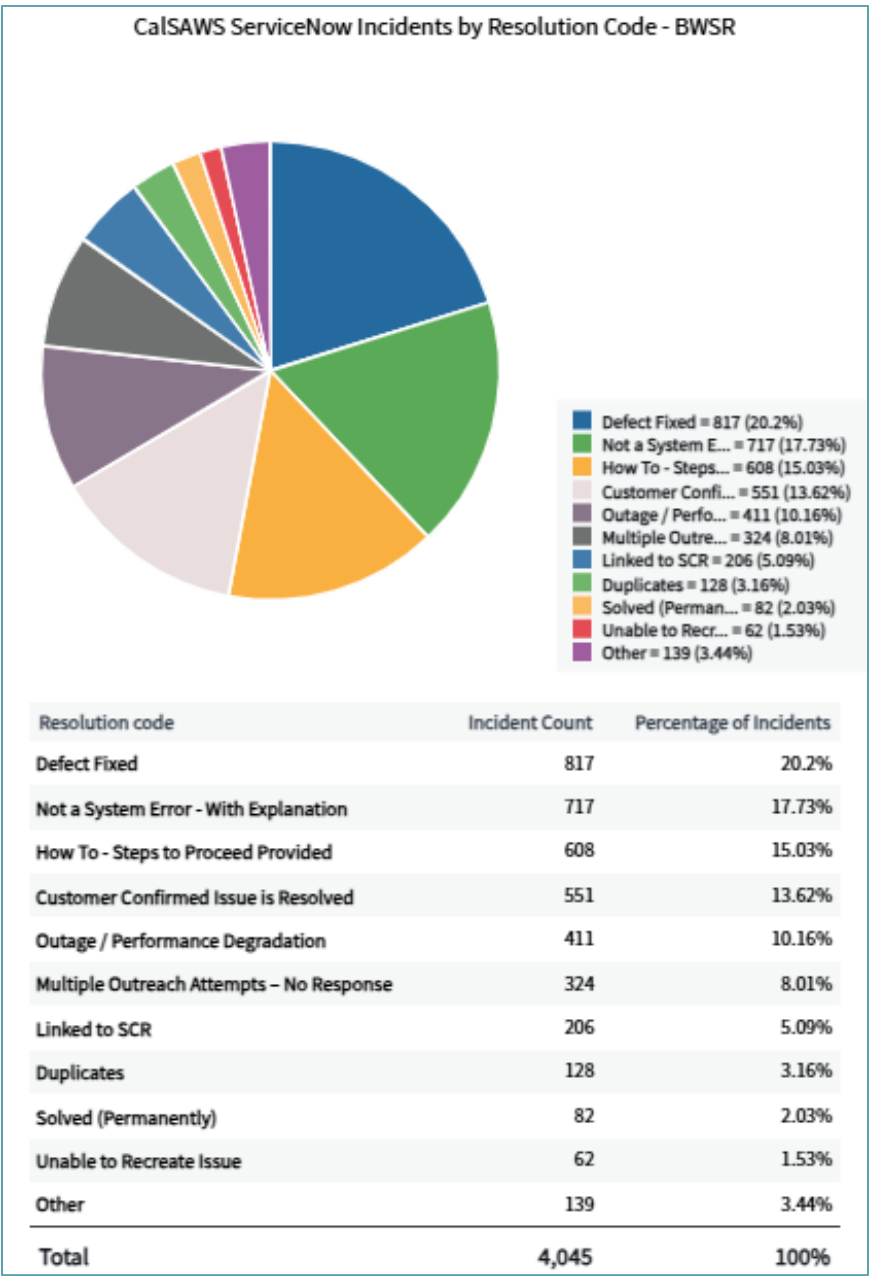


Figure 4.1.10: CalSAWS ServiceNow Incidents by Resolution Code

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

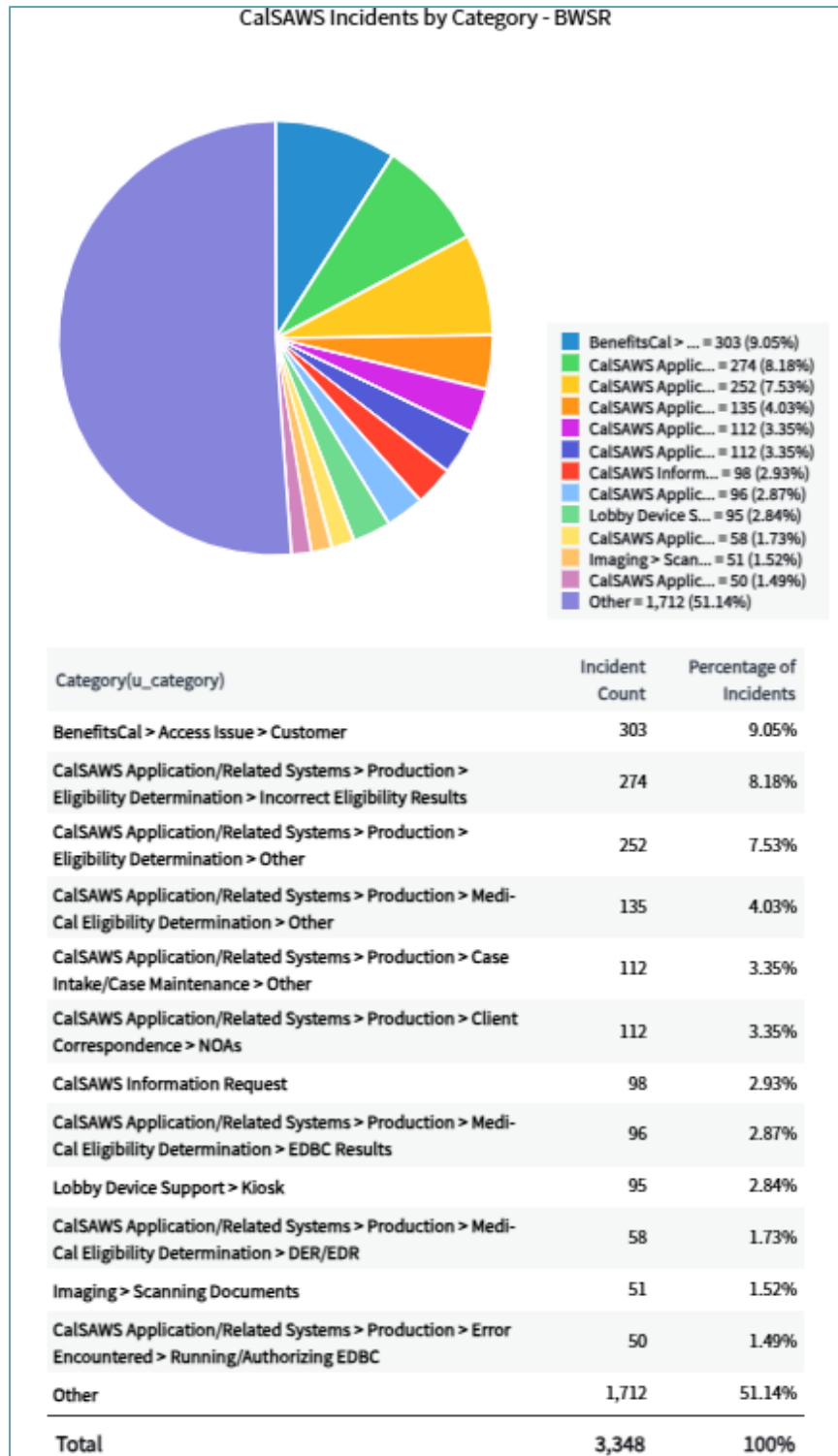


Figure 4.1.11: CalSAWS ServiceNow Incidents Created by Category

Note: The pie chart above represents Incidents by Category created within the past two (2) months. The 1,712 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 3,348 incidents.

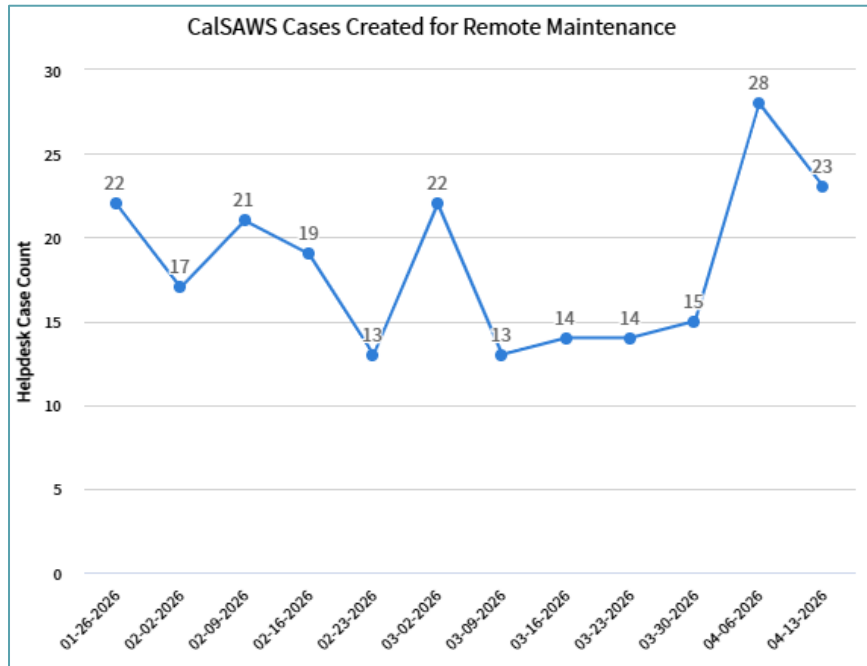


Figure 4.1.12: CalSAWS ServiceNow Cases Created for Remote Maintenance

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 99.87%.

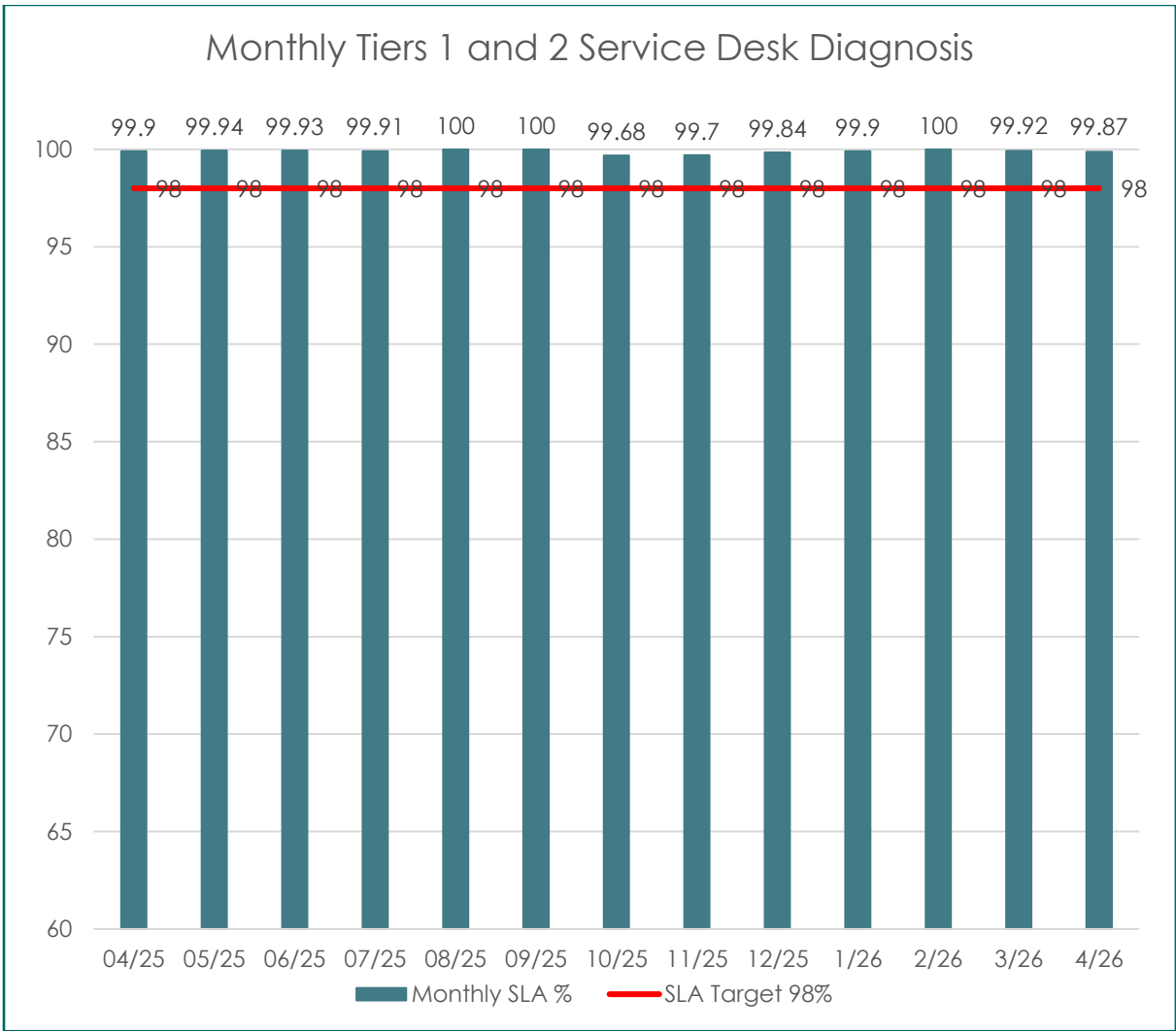


Figure 4.1.13: CalSAWS Monthly Tiers 1 and 2 Service Desk Diagnosis SLA Compliance

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

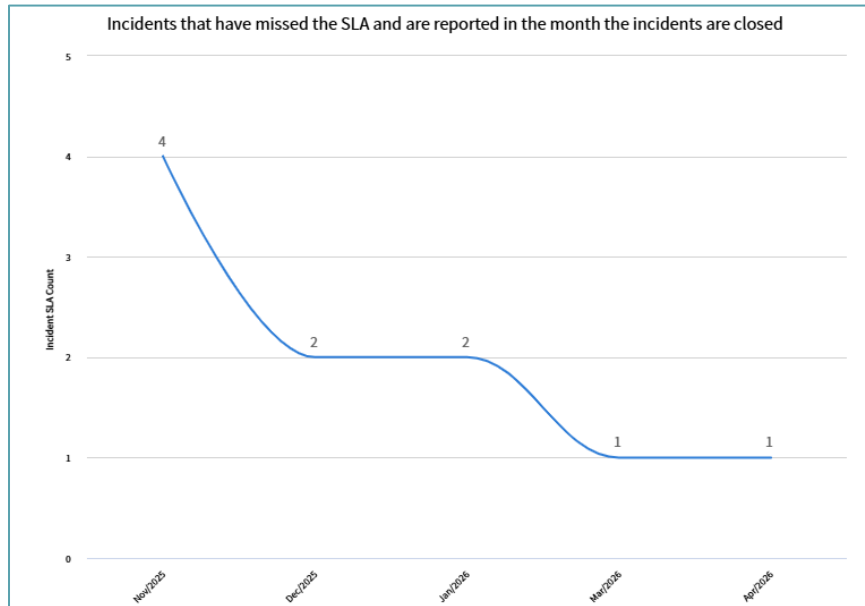


Figure 4.1.14: Incidents that have missed the Service Level Agreement (SLA) in their respective months

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. Two (2) closed incidents missed the SLA in April MTD.

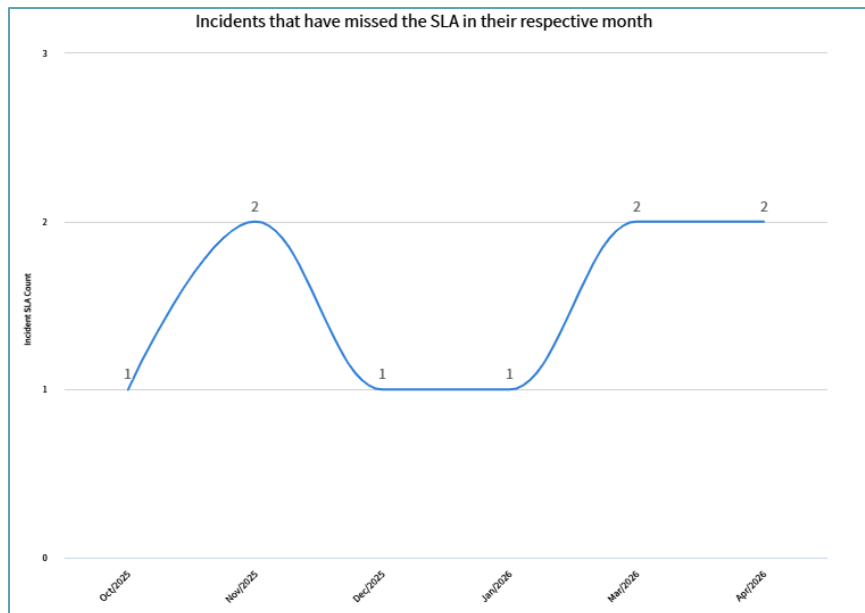


Figure 4.1.15: Incidents that have missed the SLA and reported in the month incidents are closed.

4.1.2 BenefitsCal Technical Service Desk Metrics

Information related to the BenefitsCal Technical Service Desk follows.

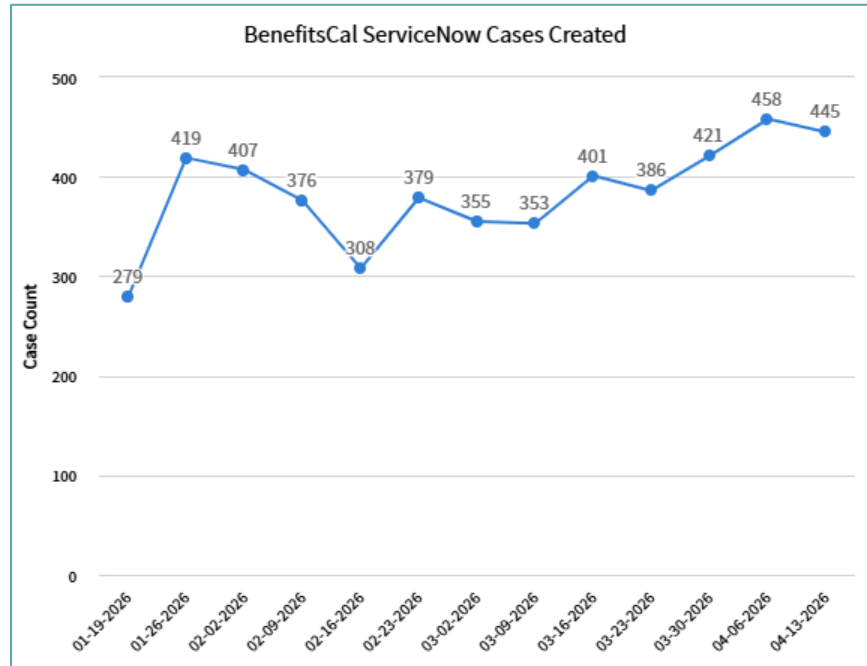


Figure 4.1.2-4.1.16: BenefitsCal ServiceNow Cases Created

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.

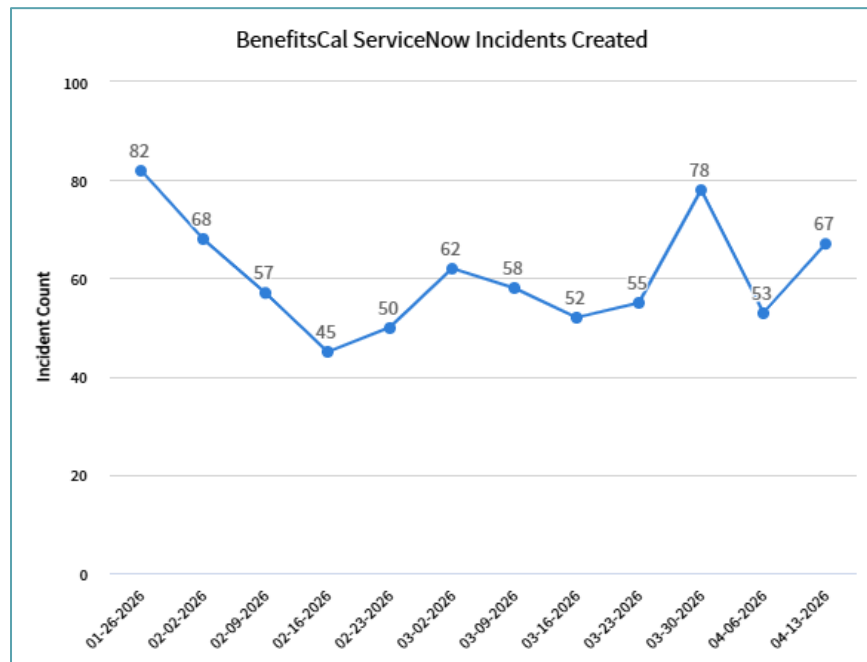


Figure 4.1.2-4.1.17: BenefitsCal ServiceNow Incidents Created

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.

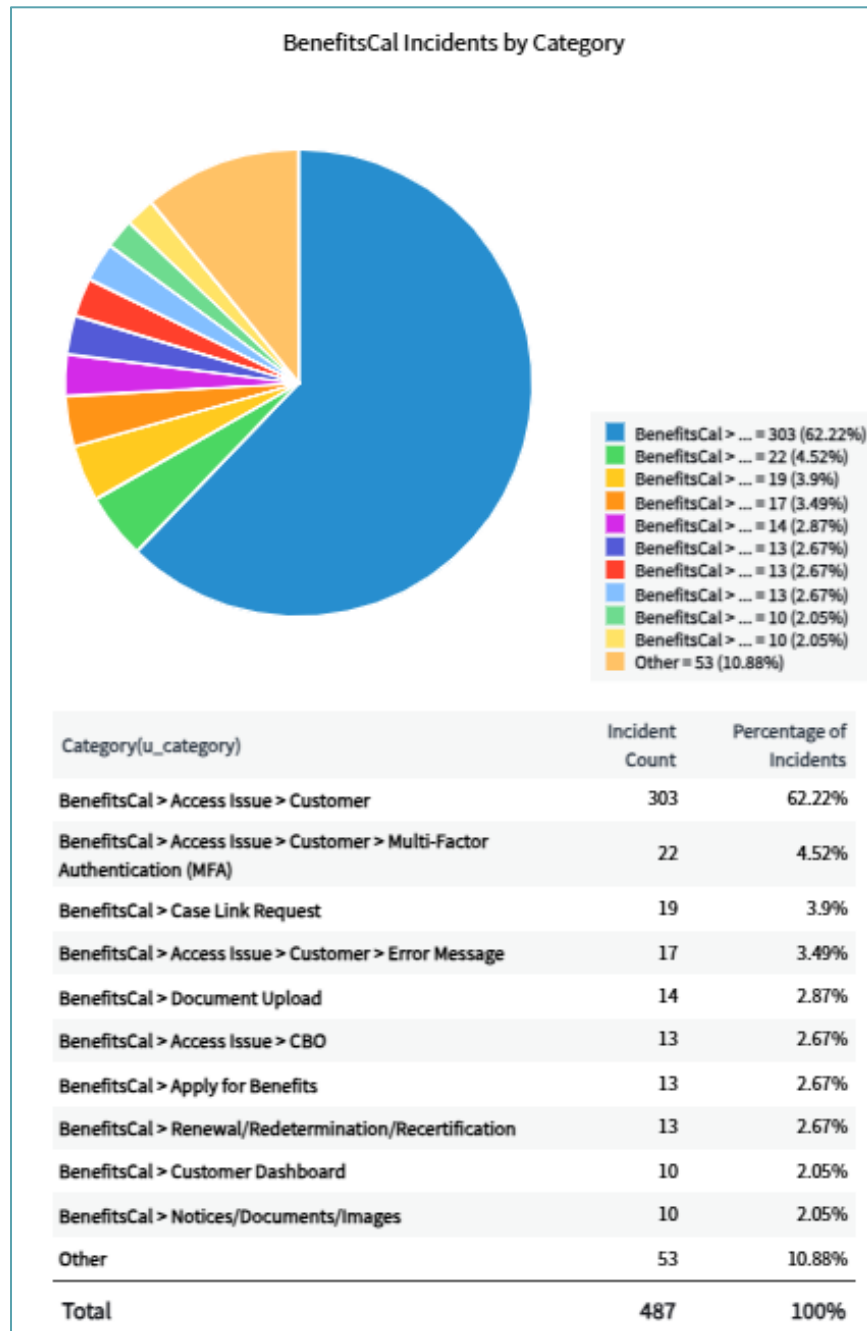


Figure 4.1.2-4.1.18 BenefitsCal ServiceNow Incidents Created by Category

Note: The pie chart above represents Incidents by Category created within the past two (2) months. The 53 listed as Other are for selected categories that had less than 2 percent of the total incidents.

4.1.3 Root Cause Analysis (RCA)

The following table lists the open RCAs.

Table 4.1.3-1: In Progress RCAs

RCA #	DESCRIPTION	INCIDENT DATE	TEAM
385	Calabrio Screen Recordings Not Showing	8/6/2025	External – Calabrio
408	CalSAWS Home Page Display Issue	12/24/2025	Infra – Middleware
416	Production Jira accessible without VPN	4/7/2026	Infra – Tech Team
417	Lobby Kiosks Not Printing	4/14/2026	Infra – Tech 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)	7
Infra Cloud Ops	4
Infra Contact Center	12
Infra DBA	2
Infra ForgeRock	2
Infra GenAI	1
Infra Imaging	7
Infra Middleware	1
Infra ServiceNow	14
Infra Tech Support	1
Total	51

Table 4.2-2: Infrastructure Production Defects

JIRA ID	CREATED	INFRASTRUCTURE TEAM	DESCRIPTION	STATUS
CA-300104	4/17/2026	Infra Contact Center	eCCP - Contact History Search populating all calls	Assigned

JIRA ID	CREATED	INFRASTRUCTURE TEAM	DESCRIPTION	STATUS
CA-300075	4/17/2026	Infra Contact Center	eCCP- Removal of caller phone number search on Caller Profile	Assigned
CA-300027	4/16/2026	Infra Contact Center	java8 upgrade on contactcenter-outbound account	Assigned
GAGR-991	4/15/2026	Client Correspondence	Return envelopes with the address window on the wrong side for centrally mailed Form(s)	Assigned
CA-299836	4/13/2026	Infra Contact Center	LA-Calls on hold are not activating mute button	Assigned
CA-299815	4/13/2026	Infra GenAI	Call Summarization - Transfers and IVR Selection	Assigned
CA-299755	4/10/2026	Infra Imaging	Remove Imaging information per CA-264911	In Assembly Test
CA-299707	4/9/2026	Infra Imaging	External Agency - Some documents with barcodes are not getting classified correctly in OCR	New
NOW-1493	4/8/2026	Infra ServiceNow	Prevent the RITM from getting closed if there are open associated SCTASKs	In Development
NOW-1490	4/6/2026	Infra ServiceNow	Query_range tuning (cont.) -> POAM table	To Do
NOW-1489	4/6/2026	Infra ServiceNow	Performance Analytics visibility defect (breakdown related?)	Documenting
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	Test Complete
NOW-1487	3/31/2026	Infra ServiceNow	ServicePortal invalid link in widget to all requests	In Development
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
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	New

JIRA ID	CREATED	INFRASTRUCTURE TEAM	DESCRIPTION	STATUS
GAGR-967	3/12/2026	Client Correspondence	New County Consortia document requires cleanup of eff_bgn_dt on IP related tables	New
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	In Development
CA-297406	1/30/2026	Infra Cloud Ops	Make the SCATL call through intranet as the current call goes through Internet via APIGateway	New
NOW-1465	1/28/2026	Infra ServiceNow	AWS SSO request template is broken (RITM0101847)	In Progress
NOW-1464	1/28/2026	Infra ServiceNow	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

JIRA ID	CREATED	INFRASTRUCTURE TEAM	DESCRIPTION	STATUS
CA-295509	10/30/2025	Infra Contact Center	Occasional error adding RPA journal entries	System Test
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
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
CA-288055	2/20/2025	Infra ForgeRock	ForgeRock Scheduled Cron Job to inactivate the users is not working as expected	Development Complete
NOW-1389	1/27/2025	Infra ServiceNow	SLAs impacted by vendor group updates and/or contract updates	Documenting
CA-286673	1/10/2025	Infra Contact Center	External Agency - AWS-Duplicate Chat Received with Chat History	Assigned
NOW-1383	1/2/2025	Infra ServiceNow	Roll On workflow activity location mismatch	READY
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
4/6/26	4/7/26	STANDARD - Weekly creation Change and Security Updates - Monday (Apr. 6)
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	4/6/26	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
4/7/26	4/9/26	NXOS Upgrade of SV1 Cisco devices from version 10.3(6) to 10.3.8.M.bin
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 (Apr. 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	4/10/26	Add KMS key to RDS SNS Topic to resolve Snyk vulnerability in analytics-production-fresno (#288761774435)
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-sandiego (#577248699613)
4/8/26	4/8/26	End of life UPS Replacement at 33072-Riverside, 43264 Business Park Dr, Temecula, CA 92590
4/8/26	4/10/26	Cleanup Unused Resources in OracleDBInfra (#805455449478)
4/8/26	4/10/26	Fix Snyk vulnerabilities associated with CA-296255
4/8/26	4/15/26	Create EFS for non-prod unmasked environments in OracleDBInfra aws account
4/8/26	4/14/26	Downsize RDS as per current utilization - UAT, Training, Staging environments
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	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	Create Missing Lambda function in humboldt and sharedfunction contact center training account
4/8/26	4/10/26	PostgreSQL and MySQL DB server access from Devoem1-RHEL8 server to coreapp-training databases

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	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	Fresno GenAI Non-Production - Gain ability to access the Amazon Bedrock foundational models
4/8/26	4/9/26	Address IaC defects associated with CA-296269
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	4/17/26	NON-PROD: Infrastructure setup for automation of the Calabrio access key rotation process in all Contactcenter-nonproduction accounts
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)
4/8/26	4/9/26	Upgrade Python from 3.6 to 3.9 on the "OCAT EC2" server
4/8/26	4/8/26	STANDARD - Weekly Linux Environment Patching - Wednesday 18:30 - 22:30 (Apr. 8)
4/8/26	4/9/26	Upgrade Python from 3.6 to 3.9 on STG6-DB1
4/8/26	4/10/26	Enable EDR access for Yuba County to allow CalSAWS connectivity.
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	Whitelist sys1 and sys7 environments for NOC Team monitoring
4/8/26	4/10/26	Assign RPA email to RobotEC2 CloudWatch Alarm for contactcenter-production-sharedfunctions Account
4/8/26	4/10/26	Update All Springboot ASG OS Tags from AL2 to AL2023 in coreapp-county
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	Update All Springboot ASG OS Tags from AL2 to AL2023 in coreapp-training
4/8/26	4/10/26	Create AWS secret for storing Java application certs - GAGR Prod and DR
4/8/26	4/9/26	Disable Deprecated SSH Ciphers on County Network Devices – QID-38913
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)
4/9/26	4/15/26	Standard Change: ForgeRock Testing in SandBox Environment 26.04.09-26.04.15

DATE (S)		ACTIVITY DESCRIPTION
4/9/26	4/16/26	Qualys TA upgrade to v1.11.23 and EDR data ingestion expansion (network, registry, detection, antimalware, IOC) with license impact validation
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	4/17/26	Deploy Custom Splunk app to Override Qualys TA eventtypes for CIM/ES Alignment
4/9/26	4/9/26	Decommissioning of network devices at Kings site - 16010
4/9/26	4/17/26	ECR: Upscale Oracle DB@AWS DB Backup solution using AWS Storage Gateway and S3
4/9/26	4/9/26	Riverside county Integration testing for site 33012
4/9/26	4/9/26	Standard Change: CalSAWS (WordPress) Production Website Plugin Updates
4/9/26	4/13/26	Fresno GenAI Production - Gain ability to access the Amazon Bedrock foundational models
4/9/26	4/9/26	CalSAWS Priority Release 26.04.09
4/9/26	4/10/26	Release Connect Instance IVR Line for San Mateo that is not in use, CA-294828 (contactcenter-production-sanmateo)
4/9/26	4/9/26	Implementation of SolarWinds Alert for UPS Battery Power Mode Transition
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	SolarWinds Polling Engine MIB Database Update
4/10/26	4/10/26	Standard Change: ForgeRock Dev Release 26.04.10
4/10/26	4/17/26	Windows Server Updates - March 2026 (on-prem)
4/10/26	4/10/26	STANDARD - Weekly Linux Environment Patching – Friday 18:30 - 22:30 (Apr. 10)
4/10/26	4/10/26	CalSAWS Priority Release 26.04.10
4/11/26	4/11/26	coreapp-development and coreapp-staging: Upgrade Jenkins from 2.528.3 to 2.541.2 LTS
4/11/26	4/11/26	CalSAWS Priority Release 26.04.11
4/12/26	4/12/26	Disaster Recovery (DR) test on 4/12/2026
4/13/26	4/14/26	STANDARD - Weekly creation Change and Security Updates - Monday (Apr. 13)
4/13/26	4/13/26	Standard Change: ForgeRock DEV DR Release 26.04.13
4/13/26	4/13/26	Change Windows Update Server setting from manual synchronization to a scheduled synchronization
4/13/26	4/16/26	Address IaC defects associated with CA-296263
4/14/26	4/16/26	Inyo County IOS Upgrade for County Cisco device from IOS current version 17.12.5a to 17.15.04c (Secondary)

DATE (S)		ACTIVITY DESCRIPTION
4/14/26	4/16/26	Fresno County IOS Upgrade for County Cisco device from IOS current version 17.12.05a to 17.15.04c (Primary)
4/14/26	4/16/26	San Diego County IOS Upgrade for County Cisco device from IOS current version 17.12.05a to 17.15.04c (Secondary)
4/14/26	4/16/26	Del Norte County IOS Upgrade for County Cisco device from IOS current version 17.12.05a to 17.15.04c (Primary)
4/14/26	4/16/26	Solano County IOS Upgrade for County Cisco device from IOS current version 17.12.05a to 17.15.04c (Primary)
4/14/26	4/16/26	Alameda County IOS Upgrade for County Cisco device from IOS current version 17.12.05a to 17.15.04c (Primary)
4/14/26	4/16/26	Kings County IOS Upgrade for County Cisco device from IOS current version 17.12.5a to 17.15.04c (Secondary)
4/14/26	4/16/26	Placer County IOS Upgrade for County Cisco device from IOS current version 17.12.5a to 17.15.04c (Primary)
4/14/26	4/16/26	Glenn County IOS Upgrade for County Cisco device from IOS current version 17.12.05a to 17.15.04c (primary)
4/14/26	4/16/26	Sonoma County IOS Upgrade for County Cisco device from IOS current version 17.12.05a to 17.15.04c (Primary)
4/14/26	4/16/26	Lassen County IOS Upgrade for County Cisco device from IOS current version 17.12.5a to 17.15.04c (Secondary)
4/14/26	4/16/26	El Dorado County IOS Upgrade for County Cisco device from IOS current version 17.12.05a to 17.15.04c (Primary)
4/14/26	4/14/26	Retro: Allow Local Network Access for the CalSAWS Lobby app on Kiosk Devices to allow Printing due to new Chrome policies
4/14/26	4/14/26	STANDARD - Weekly Linux Environment Patching – Tuesday 18:30 - 21:00 (Apr. 14)
4/14/26	4/14/26	CalSAWS Priority Release 26.04.14
4/15/26	4/15/26	upscale Jira sandbox t3.large to r7i.xlarge
4/15/26	4/15/26	Post decommissioning cleanup of leftover AWS resources in CalWIN-Notice-Prod and CalWIN-Notice-Dev-Test Accounts
4/15/26	4/17/26	Tehama County IOS Upgrade for County Cisco device from IOS current version 17.12.05a to 17.15.04c (Secondary)
4/15/26	4/17/26	Monterey County IOS Upgrade for County Cisco device from IOS current version 17.12.5a to 17.15.04c (Primary)
4/15/26	4/17/26	Calaveras Costa County IOS Upgrade for County Cisco device from IOS current version 17.12.05a to 17.15.04c (Secondary)
4/15/26	4/16/26	Create Secrets for Batchapp CDCR SSH Cloud for Coreapp Stage Environment
4/15/26	4/17/26	Napa County IOS Upgrade for County Cisco device from IOS current version 17.12.5a to 17.15.04c (Primary)
4/15/26	4/17/26	Santa Barbara County IOS Upgrade for County Cisco device from IOS current version 17.12.05a to 17.15.04c (Primary)

DATE (S)		ACTIVITY DESCRIPTION
4/15/26	4/17/26	San Bernardino County IOS Upgrade for County Cisco device from IOS current version 17.12.5a to 17.15.04c (Primary)
4/15/26	4/16/26	Riverside County IOS Upgrade for County Cisco device from IOS current version 17.15.03 to 17.15.04d (Core & Access Devices)
4/15/26	4/17/26	San Mateo County IOS Upgrade for County Cisco device from IOS current version 17.12.05a to 17.15.04c (Primary)
4/15/26	4/17/26	PostgreSQL and MySQL DB server access from Devoem1-RHEL8 server to coreapp-county database servers
4/15/26	4/15/26	End of life UPS Replacement at 33081-Riverside, 541 N San Jacinto St, Hemet, CA 92543, US
4/15/26	4/17/26	Marin County IOS Upgrade for County Cisco device from IOS current version 17.12.5a to 17.15.04c (Primary)
4/15/26	4/17/26	Santa Cruz County IOS Upgrade for County Cisco device from IOS current version 17.12.05a to 17.15.04c (Primary)
4/15/26	4/17/26	Lambda runtime upgrade for n-1 compatibility - OCAT Perf environment
4/15/26	4/17/26	Santa Clara County IOS Upgrade for County Cisco device from IOS current version 17.12.05a to 17.15.04c (Primary)
4/15/26	4/16/26	Create Secrets for Batchapp CDCR SSH Cloud for Coreapp-County Environment
4/15/26	4/16/26	Create Secrets for Batchapp CDCR SSH Cloud for Coreapp-Training Environment
4/15/26	4/17/26	San Francisco County IOS Upgrade for County Cisco device from IOS current version 17.12.05a to 17.15.04c (Primary)
4/15/26	4/17/26	Shasta County IOS Upgrade for County Cisco device from IOS current version 17.12.05a to 17.15.04c (Primary)
4/15/26	4/16/26	Non-PROD: Update March 2026 Pitney Bowes Spectrum EGM Data Set
4/15/26	4/17/26	Mendocino County IOS Upgrade for County Cisco device from IOS current version 17.12.5a to 17.15.04c (Primary)
4/15/26	4/16/26	Create Secrets for Batchapp CDCR SSH Cloud for Coreapp-development Environment
4/15/26	4/18/26	Provide S3 read/delete permissions to MOVE-IT for return mail application - non-prod
4/15/26	4/16/26	Fix Snyk vulnerabilities associated with CA-296246
4/15/26	4/17/26	Decommission archive RDS and associated resource in coreapp-development(650244008899)
4/15/26	4/17/26	Trinity County IOS Upgrade for County Cisco device from IOS current version 17.12.05a to 17.15.04c (Secondary)
4/15/26	4/17/26	Nevada County IOS Upgrade for County Cisco device from IOS current version 17.12.5a to 17.15.04c (Primary)
4/15/26	4/15/26	Apply CIS Control ID 7948 to Non-prod Linux EC2 instances

DATE (S)		ACTIVITY DESCRIPTION
4/15/26	4/15/26	STANDARD - Weekly Linux Environment Patching - Wednesday 18:30 - 22:30 (Apr. 15)
4/15/26	4/16/26	Update Splunk UF in Non-prod Linux EC2 instances
4/15/26	4/15/26	CalSAWS Priority Release 26.04.15
4/15/26	4/15/26	Per CiS control id 's 8601, 8602, 17811 the NTP configuration needs to be updated on nexus switches
4/15/26	4/17/26	Disable Server access logging on the calsaws-s3-de-pr-1 bucket
4/15/26	4/16/26	Create Secrets for Batchapp CDCR SSH Cloud for Prod / DR Environment
4/15/26	4/16/26	Add KMS key to SNS Topic to resolve Snyk vulnerability in coreapp-production-shared-services (567729715457)
4/15/26	4/17/26	PostgreSQL and MySQL DB server access from Devoem1-RHEL8 server to coreapp-development database servers
4/15/26	4/17/26	Increase SendSMSMessage lambda environment variable from 160 to 320 to handle SMS edge cases in coreapp-prod(851725240334)
4/16/26	4/17/26	ECR: Upgrade Ec2 Instance i-09a6c46fdc023c74c (cSYS-BatSch-RHEL8) from t3.medium to m7i.xlarge
4/16/26	4/16/26	Standard Change: ForgeRock Staging Environment Build 26.04.16
4/16/26	4/16/26	Standard Change: ForgeRock AT Release 26.04.16
4/16/26	4/16/26	3-UPS Decommission and Devices Power Migration to County-Provided UPS/PDU – County moved to POP (50020-Stanislaus)
4/16/26	4/17/26	Riverside County IOS Upgrade for County Cisco device from IOS current version 17.15.03 to 17.15.04d (Core & Access Devices)
4/16/26	4/16/26	STANDARD - Weekly Linux Environment Patching – Thursday 18:30 -20:30 (Apr. 16)
4/16/26	4/16/26	CalSAWS Priority Release 26.04.16
4/16/26	4/17/26	Update All Springboot ASG OS Tags from AL2 to AL2023 in coreapp-prod
4/16/26	4/16/26	Per CiS control id 4422 recommendation, shutting down unused switch loopback ports.
4/16/26	4/16/26	ServiceNow Release 26.04.16
4/16/26	4/16/26	Apply CIS Control ID 7948 to Prod Linux EC2 instances
4/17/26	4/19/26	Windows Server Updates - March 2026
4/17/26	4/17/26	Standard Change: ForgeRock AT DR Release 26.04.17
4/17/26	4/17/26	Standard Change: ForgeRock Dev Release 26.04.17
4/17/26	4/19/26	Decommission prodampcluster-1 RDS and associated resource in coreapp-prod(851725240334)

DATE (S)		ACTIVITY DESCRIPTION
4/17/26	4/17/26	STANDARD - Weekly Linux Environment Patching – Friday 18:30 - 22:30 (Apr. 17)
4/17/26	4/17/26	CalSAWS Priority Release 26.04.17
4/17/26	4/17/26	Monthly Equinix SV-1 OS patching - April (4/17)
4/17/26	4/19/26	Add new CIPHER rules to support database connection from Oracle 26ai to Oracle 19c databases
4/17/26	4/18/26	Update Splunk Universal Forwarder in Prod EC2 Linux Instances
4/18/26	4/18/26	STANDARD - Weekly Linux Environment Patching – Saturday 13:30 - 22:30 (Apr. 18)
4/18/26	4/19/26	Monthly Production Database Linux OS Patching - April
4/18/26	4/18/26	coreapp-production-tools: Adjust Configuration Settings to Improve Performance
4/18/26	4/19/26	PROD: Update March 2026 Pitney Bowes Spectrum EGM Data Set
4/19/26	4/19/26	Shut Down and Decommission GDSCDS2 Database
4/19/26	4/19/26	Install jobexecutor patch from Bicsuite vendor to prevent potential error in batch execution - Production
4/19/26	4/19/26	ECR- Exchange Failover (LA3 to SV1)
4/19/26	4/19/26	NTP servers ami refresh in shared services - April (4/19)
4/19/26	4/19/26	Monthly Equinix LA-3 OS patching - April (4/19)
4/19/26	4/19/26	Monthly Patching - cPROD-Confluent - April (4/19)
4/19/26	4/19/26	Monthly Instance refresh for AutoScale SMTP - April (4/19)
4/19/26	4/19/26	Apply CIS Control ID 12801 on Prod Analytics Linux EC2 instances
4/19/26	4/19/26	PROD: Apply Java Patch of 2026-Q1 on the production job executor instances in analytics-production-la
4/19/26	4/19/26	ECR: Upgrade F5 Software on LA3F5001/LA3F5002 to 17.5.1.5
4/19/26	4/19/26	CalSAWS Priority Release 26.04.19
4/19/26	4/19/26	GAGR CC PROD PUB PUSH and IMPLEMENTED PLAN (IP) for 04/19/26

Table 4.3.1-2: CalSAWS Upcoming Maintenance

DATE (S)		ACTIVITY DESCRIPTION
4/20/26	4/21/26	Riverside County IOS Upgrade for County Cisco device from IOS current version 17.15.03 to 17.15.04d (Secondary Core & Access Devices)
4/20/26	4/21/26	Riverside County IOS Upgrade for County Cisco device from IOS current version 17.15.03 to 17.15.04d (Secondary/Access Device)

DATE (S)		ACTIVITY DESCRIPTION
4/20/26	4/22/26	Riverside County IOS Upgrade for County Cisco device from IOS current version 17.15.03 to 17.15.04d (Secondary Core & Access Devices)
4/20/26	4/22/26	Riverside County IOS Upgrade for County Cisco device from IOS current version 17.15.03 to 17.15.04d (Secondary/Access Device)
4/20/26	4/21/26	STANDARD - Weekly creation Change and Security Updates - Monday (Apr. 20)
4/20/26	4/20/26	Riverside county Failover testing for sites 33011 and 33012
4/20/26	4/20/26	Standard Change: ForgeRock DEV DR Release 26.04.20
4/20/26	4/21/26	Sierra County IOS Upgrade for County Cisco device from IOS current version 17.15.03 to 17.15.04d (Primary)
4/20/26	4/21/26	Imperial County IOS Upgrade for County Cisco device from IOS current version 17.15.03 to 17.15.04d (Primary Core & Access Devices)
4/20/26	4/21/26	Mariposa County IOS Upgrade for County Cisco device from IOS current version 17.15.03 to 17.15.04d (Core & Access Devices)
4/20/26	4/20/26	Address SHA-1 and SSH vulnerabilities in Linux EC2 instances
4/21/26	4/21/26	Standard Change: CalSAWS (Wordpress) Lower Environment Website Update
4/21/26	4/22/26	Merced County IOS Upgrade for County Cisco device from IOS current version 17.15.03 to 17.15.04d (Core & Access Devices)
4/21/26	4/21/26	STANDARD - Weekly Linux Environment Patching – Tuesday 18:30 - 21:00 (Apr. 21)
4/22/26	4/24/26	Riverside County IOS Upgrade for County Cisco device from IOS current version 17.15.03 to 17.15.04d (Secondary Device)
4/22/26	4/24/26	ECR: Increase Throughput for EBSs to 500 MiB/s
4/22/26	4/22/26	End of life UPS Replacement at 13001-Imperial, 2995 S 4th St, El Centro, CA 92243
4/22/26	4/24/26	Create Lambda for QuickSight embeded url generation
4/22/26	4/23/26	Imperial County IOS Upgrade for County Cisco device from IOS current version 17.12.04 to 17.15.04d (Secondary)
4/22/26	4/24/26	Decommission Unused Lambdas in Contact Center Nonproduction Account
4/22/26	4/23/26	Riverside County IOS Upgrade for County Cisco device from IOS current version 17.15.03 to 17.15.04d (Primary Device)
4/22/26	4/24/26	Inyo County IOS Upgrade for County Cisco device from IOS current version 17.12.5a to 17.15.04c (Primary)
4/22/26	4/24/26	Lake County IOS Upgrade for County Cisco device from IOS current version 17.12.5a to 17.15.04c (Primary)
4/22/26	4/24/26	Whitelist 'login.oci.oraclecloud.com' for offshore DBA workspaces
4/22/26	4/24/26	San Joaquin County IOS Upgrade for County Cisco device from IOS current version 17.12.05a to 17.15.04c (Primary)

DATE (S)		ACTIVITY DESCRIPTION
4/22/26	4/24/26	Tehama County IOS Upgrade for County Cisco device from IOS current version 17.12.05a to 17.15.04c (Primary)
4/22/26	4/24/26	San Bernardino County IOS Upgrade for County Cisco device from IOS current version 17.12.04 to 17.15.04d (Secondary)
4/22/26	4/23/26	Address IaC defect associated with CA-296279 (coreapp-development)
4/22/26	4/24/26	Kings County IOS Upgrade for County Cisco device from IOS current version 17.12.5a to 17.15.04c (Primary)
4/22/26	4/25/26	Update IAM role "EC2_DB_NONPROD_NONPII" policy for DBMON secrets access in core app development
4/22/26	4/24/26	Lassen County IOS Upgrade for County Cisco device from IOS current version 17.12.5a to 17.15.04c (Primary)
4/22/26	4/24/26	Madera County IOS Upgrade for County Cisco device from IOS current version 17.12.5a to 17.15.04c (Primary)
4/22/26	4/24/26	San Diego County IOS Upgrade for County Cisco device from IOS current version 17.12.05a to 17.15.04c (Primary)
4/22/26	4/24/26	Calaveras Costa County IOS Upgrade for County Cisco device from IOS current version 17.12.05a to 17.15.04c (Primary)
4/22/26	4/24/26	Butte County IOS Upgrade for County Cisco device from IOS current version 17.12.05a to 17.15.04c (Primary)
4/22/26	4/23/26	Riverside County IOS Upgrade for County Cisco device from IOS current version 17.15.03 to 17.15.04d (Primary Devices)
4/22/26	4/22/26	Inactivate the OCAT-UAT unused Key
4/22/26	4/24/26	San Luis Obispo County IOS Upgrade for County Cisco device from IOS current version 17.12.05a to 17.15.04c (Primary)
4/22/26	4/24/26	Trinity County IOS Upgrade for County Cisco device from IOS current version 17.12.05a to 17.15.04c (Primary)
4/22/26	4/24/26	Update the authorizer to the following API Gateway "calsaws-eccp-restapi-cc1" in Nonprod Orange County
4/22/26	4/24/26	Remediation of Snyk CA-296266 – Attach access policy to VPC endpoint
4/22/26	4/24/26	IAC Code fix for Snyk Vulnerabilities "cc-genai_call_summary" associated with defect CA-296262
4/22/26	4/24/26	Update policy to IAM Role "iam-role-connect-cloudformation" to allow resource creation
4/22/26	4/24/26	CloudCheckr Finding Remediation - Enable EBS Volumes Encryption Upon Creation in databricks-staging and databricks-production AWS accounts
4/22/26	4/24/26	Move IAM Users to Group in OracleDBInfra (#805455449478)
4/22/26	4/24/26	Removed unused Security Groups application-development
4/22/26	4/24/26	Upgrade Lambda Function Runtime to Python 3.13 in Contact Center Nonproduction Account

DATE (S)		ACTIVITY DESCRIPTION
4/22/26	4/24/26	Upgrade Lambda Function Runtime to Nodejs 22.xx in Contact Center Nonproduction Shasta Account
4/22/26	4/24/26	Sacramento County IOS Upgrade for County Cisco device from IOS current version 17.12.5a to 17.15.04c (Primary)
4/22/26	4/24/26	Removed unused Security Groups coreapp-production
4/22/26	4/22/26	STANDARD - Weekly Linux Environment Patching - Wednesday 18:30 - 22:30 (Apr. 22)
4/22/26	4/24/26	PostgreSQL and MySQL DB server access from Devoem1-RHEL8 server to OCAT Database servers - Prod
4/22/26	4/23/26	Address drift in DR Region for Coreapp-Prod
4/22/26	4/24/26	Upgrade Lambda Function Runtime to Python 3.13 in Contact Center Training Account
4/22/26	4/22/26	Update Web site cert (remotesupport.calsaws.org) in PROD
4/22/26	4/24/26	Upgrade Lambda Function Runtime to Nodejs 22.xx in Contact Center Training LA Account
4/22/26	4/24/26	Update policy to IAM Role "iam-role-connect-cloudformation" to allow resource creation
4/22/26	4/25/26	Update IAM role "DBA-S3tools-access" policy for DBMON secrets access in coreapp-production-tools
4/22/26	4/23/26	Update Splunk Universal Forwarder in Equinix SV-1 ProLiant physical Linux server
4/22/26	4/22/26	Per CiS control id 8550 missing SNMP traps on Cisco Nexus switches in LA3 and SV1
4/22/26	4/23/26	Decommission of unused ALBs and TGs in Coreapp-Prod in both the us-west-2 and us-east-1 region (851725240334)
4/22/26	4/23/26	Decommission of unused ALBs and TGs in Coreapp-Staging (339650810458)
4/22/26	4/24/26	Update the instance type to m7i.xlarge for batperf2 and increase the disk size
4/22/26	4/23/26	Create an App Registration to use Microsoft Graph (MgGraph) commands for interacting with Azure resources
4/22/26	4/24/26	Enable access to registry.yarnpkg.com for offshore team.
4/22/26	4/24/26	Decommission Unused Lambdas in Contact Center Production Account
4/22/26	4/24/26	Lambda runtime upgrade for n-1 compatibility - OCAT Prod environment
4/22/26	4/23/26	Allow temporary SSH (TCP 22) access from GlobalProtect VPN to the Equinix SV-1 Linux ProLiant server (69.170.51.21) for Splunk upgrade activity on April 22.
4/23/26	4/23/26	Standard Change: CalSAWS (WordPress) Production Website Plugin Updates
4/23/26	4/23/26	Standard Change: ForgeRock AT Release 26.04.23
4/23/26	4/23/26	Standard Change: ForgeRock Staging Environment Build 26.04.23

DATE (S)		ACTIVITY DESCRIPTION
4/23/26	4/24/26	San Bernardino County IOS Upgrade for County Cisco device from IOS current version 17.15.03 to 17.15.04d(Core and access switches)
4/23/26	4/23/26	STANDARD - Weekly Linux Environment Patching – Thursday 18:30 - 20:30 (Apr. 23)
4/23/26	4/24/26	Update Splunk Universal Forwarder in Equinix LA-3 physical Linux server
4/23/26	4/23/26	Per CiS control id 4414 recommendation, disable source route
4/23/26	4/24/26	Allow temporary SSH (TCP 22) access from GlobalProtect VPN to the Equinix LA-3 Linux ProLiant server (66.85.99.21) for Splunk upgrade activity on April 23.
4/23/26	4/24/26	IAM user key rotation for OCAT - prod
4/24/26	4/24/26	ATT 20M circuit install at Site 12003- 839 4th St, Eureka, ca 95501 - Humboldt
4/24/26	4/24/26	50M Frontier circuit install and Velocloud upgrade at Site 36031-265 E 4th St San Bernardino
4/24/26	4/24/26	Standard Change: ForgeRock AT DR Release 26.04.24
4/24/26	4/24/26	Remediate 'Allowed Null Session' Finding identified by Qualys on Managed Workstations for all managed Counties.
4/24/26	4/24/26	Standard Change: ForgeRock Dev Release 26.04.24
4/24/26	4/24/26	STANDARD - Weekly Linux Environment Patching – Friday 18:30 - 22:30 (Apr. 24)
4/24/26	4/25/26	Security Production Release 26.04.24
4/25/26	4/25/26	coreapp-prod, coreapp-training, and coreapp-county: Upgrade Jenkins from 2.528.3 to 2.541.2 LTS
4/25/26	4/25/26	STANDARD - Weekly Linux Environment Patching – Saturday 13:30 - 22:30 (Apr. 25)
4/26/26	4/26/26	IOS Upgrade for GRWLC001 and GRWLC002 - 17.15.5
4/26/26	4/26/26	Security DR Production Release 26.04.26
4/26/26	4/26/26	Terminate ForgeRock PROD Non-Live Stack EC2 Instances

4.3.2 Deployments

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

Table 4.3.2-1: CalSAWS Deployments Completed

RELEASE NUMBER	DEPLOYMENT DATE
Priority Release 26.04.19	4/19/2026
Priority Release 26.04.17	4/17/2026
Priority Release 26. 04.16	4/16/2026
Priority Release 26.04.15	4/15/2026

RELEASE NUMBER	DEPLOYMENT DATE
Priority Release 26.04.14	4/14/2026
Priority Release 26.04.11	4/11/2026
Priority Release 26.04.10	4/10/2026
Priority Release 26.04.09	4/9/2026

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 Calendar 2026

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	Reduced Availability															
Available																
Activity Description	Start Date	Start Time	End Date	End Time	CalSAWS Core	BenefitsCal	Imaging	Contact Center	ADHOC / APEX	ForgeRock	CalHeets	OCAT	Central Print	Training Production	Communication Method	Communication Sent Date
BenefitsCal Release 26.04.10	04/10/26	8:00 PM	04/10/26	9:30 PM	Available	Unavailable	Available	Available	Available	Available	Available	Available	Available	Available	Broadcast Email	4/10/2026
Production Maintenance	04/12/26	6:00 AM	04/12/26	11:59 PM	Unavailable	Reduced Availability	Unavailable	Unavailable	Unavailable	Available	Reduced Availability	Available	Available	Available	CIT 0047-26 Broadcast Email	3/25/2026 3/30/2026
Adhoc Reporting Database Maintenance	04/12/26	6:00 AM	04/12/26	11:59 PM	Available	Available	Available	Unavailable	Available	Available	Available	Available	Available	Available	CIT 0047-26 Broadcast Email	3/25/2026 3/30/2026
LMS Maintenance	04/17/26	9:00 PM	04/18/26	2:00 AM	Available	Available	Available	Available	Available	Available	Available	Available	Available	Available	Broadcast Email	4/16/2026
Jira Maintenance	04/18/26	2:00 PM	04/18/26	6:00 PM	Available	Available	Available	Available	Available	Available	Available	Available	Available	Available	Broadcast Email	4/15/2026
Adhoc Reporting Database Maintenance	04/19/26	12:00 PM	04/19/26	4:00 PM	Available	Available	Available	Unavailable	Available	Available	Available	Available	Available	Available	CIT 0049-26 Broadcast Email	3/30/2026 4/6/2026
Production Maintenance	04/19/26	1:00 PM	04/19/26	6:30 PM	Unavailable	Reduced Availability	Unavailable	Unavailable	Unavailable	Available	Reduced Availability	Available	Available	Available	CIT 0049-26 Broadcast Email	3/30/2026 4/6/2026
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	4/15/2026
ForgeRock Maintenance	04/24/26	10:00 PM	04/25/26	2:00 AM	Unavailable	Unavailable	Unavailable	Unavailable	Unavailable	Unavailable	Reduced Availability	Unavailable	Available	Available	CIT 0058-26 Broadcast Email	4/6/2026 4/13/2026

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	RITM0103956 – Wardrobe Kiosk on the project network is currently under review with Network Teams. Talks to revisit the issue are underway. The County will need to review the packet capture provided in February and make changes based on the captures or the CalSAWS project has suggested we can leave the Kiosks on the County network. Kiosks are currently on the County network and operational.
Shasta	Shasta submitted RITM01015598 requesting a quote for printer brackets. Shasta County has agreed to proceed with the purchase of a retro fit kit for the Kiosk. Currently, the boca printer does not fit the kiosk as it was originally designed for use with a Zebra printer.
Riverside	8 of 16 Kiosks have been added to Intune. The other 8 are scheduled to be complete by end of the Month.
San Benito	San Benito Kiosks have been added to Intune
Mariposa	Mariposa County has been added to Intune
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. Monitors will be serviced by Meridian. Currently 2 monitors have been shipped to the vendor for servicing.
Orange	No Further updates have been provided regarding the County Wide Wifi move. This will be added to future months if additional review is needed.
Riverside/Kern	40 Boca Printers have been procured for install at Riverside and Kern offices. 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. Printer brackets have been received at the So Cal depot. Both Depots will coordinate shipping before Dispatching techs out to sites to install the Boca Printers.
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,

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 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. HAM OWD documentation has been submitted for review by Consortium. Executing release planning steps to prep for end of April implementation.
- Software Asset Management (SAM)
 - SAM development activities are complete. Validation is complete. SAM documentation has been submitted for review by Consortium. Executing release planning steps to prep for end of April implementation.

7.2 Oracle Database@AWS Migration

- Continuing to execute daily Oracle Working sessions
- Executed multiple rounds of Online, Endurance, and Batch testing over 5 days. Results meeting baseline.

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
- Project is evaluating Phase 2

7.4 Analytics

- Project Planning and Initiation tasks in progress
- Infrastructure tasks to stand up Test and Staging environments in progress. Target **4/28** completion

7.5 Contact Center Modernization Phase 1 – eGain Replacement

- Continuing to validate Historical Reports field definition in Quick Suite
- Complete System Test for Historical Reports **Due: 5/14**

7.6 IAM Replacement

- Discovery workshop sessions with Okta engineers and CalSAWS stakeholders in progress

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
GAGR-997	4/17/2026	Client Correspondence	Update DB synch sql to check only open dated records on data groups table	New
CA-299641	4/8/2026	Infra GenAI	Call summarization - Group 4B	New
CA-299640	4/8/2026	Infra GenAI	Call summarization - Group 4A	New
CA-299639	4/8/2026	Infra GenAI	Call summarization - Group 3C	New
CA-299638	4/8/2026	Infra GenAI	Call summarization - Group 3B	New
CA-299637	4/8/2026	Infra GenAI	Call summarization - Group 3A	New
CA-299636	4/8/2026	Infra GenAI	Call summarization - Group 2C	New
CA-299635	4/8/2026	Infra GenAI	Call summarization - Group 2B	New

JIRA ID	CREATED	INFRA TEAM	DESCRIPTION	STATUS
CA-299634	4/8/2026	Infra GenAI	Call summarization - Group 2A	New
CA-299622	4/8/2026	Infra ForgeRock	PROD and CT ForgeRock API client for Monterey (27)	In Development
CA-299530	4/7/2026	Infra Contact Center	Santa Clara - close Clerical Queues	In Development
NOW-1492	4/6/2026	Infra ServiceNow	Request to update roll-off field	In Development
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	Pending Approval
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-1483	3/23/2026	Infra ServiceNow	Update Standard Change template	Testing
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
GAGR-971	3/17/2026	Client Correspondence	Shasta County Exstream User Licenses	New
NOW-1479	3/16/2026	Infra ServiceNow	ServiceNow [CSM-PROD] Family EOL Upgrade: Install Zurich Patch 4 Hot Fix 3 on SNC Instance - CalSAWS PROD	To Do
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

JIRA ID	CREATED	INFRA TEAM	DESCRIPTION	STATUS
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-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	Add MC Work Requirement Documents to Imaging	Pending Approval
CA-298390	3/4/2026	Infra Tech Ops	Upgrade Jenkins to 2.541.2	Test Complete
CA-298331	3/3/2026	Infra Contact Center	Contact Center Lambda Python Upgrade from 3.9	Development Complete
CA-298301	3/2/2026	Infra Contact Center	Cron job time update for daylight savings - March 2027	New
CA-298300	3/2/2026	Infra Contact Center	Cron job time update for daylight savings - Nov 2026	New
GAGR-955	2/27/2026	Client Correspondence	New CalSAWS Appointment Type - Telephone GA/GR RE Interview	Design in Progress
CA-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	System Test
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

JIRA ID	CREATED	INFRA TEAM	DESCRIPTION	STATUS
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	Pending Approval
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.	Approved
CA-297802	2/13/2026	Infra Contact Center	Welcome Bot Smart Routing - Update Intent & Program Recognition Implementation Wave 2 - Sacramento, Placer, Yolo & Solano	Design in Progress
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 & 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	New

JIRA ID	CREATED	INFRA TEAM	DESCRIPTION	STATUS
			Implementation-Wave 3 - San Francisco, Fresno, Tulare, Kern	
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
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-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	Pending Approval
CA-296926	1/7/2026	Infra Contact Center	Welcome Bot Smart Routing - Update Intent & Program Recognition Implementation Pilot-Humboldt County	Test Complete
CA-296925	1/7/2026	Infra Contact Center	Welcome Bot Smart Routing - Update Intent & Program Recognition CSC Counties Implementation	New

JIRA ID	CREATED	INFRA TEAM	DESCRIPTION	STATUS
CA-296920	1/7/2026	Infra Central Print	Return Mail Service Implementation Group 3	In Assembly Test
CA-296782	12/29/2025	Infra Tech Ops	Create New Environment for CalSAWS/CalHEERS Integration Testing	In Development
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 Dispatach 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-296397	12/10/2025	Infra Contact Center	Documentation: Interactive Voice Response IVR Functionalities	Design in Progress
CA-296296	12/5/2025	Infra Imaging	Enhance the handling of BenefitsCal document uploads to link to a case based on the form name	New
CA-296141	12/2/2025	Infra Contact Center	Santa Clara Contact Center - Turn on Post Call Survey Functionality	Approved
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	System 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	Approved
CA-295539	11/3/2025	Infra Contact Center	RPA processing logic analysis and logic update	Pending Approval
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'	Documenting

JIRA ID	CREATED	INFRA TEAM	DESCRIPTION	STATUS
			app to "sc_cat_item_category" table	
NOW-1450	10/3/2025	Infra ServiceNow	new AWS Change Request type	Documenting
CA-294719	9/26/2025	Infra Contact Center	San Bernardino - 5/1/26 Update the Contact Center Queue Prompts and the Menu Prompts	Test Complete
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	Ready for Committee
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

JIRA ID	CREATED	INFRA TEAM	DESCRIPTION	STATUS
CA-293388	8/4/2025	Infra ForgeRock	Migrate AWS PinPoint to AWS End User Messaging	New
NOW-1430	7/31/2025	Infra ServiceNow	Track CalSAWS Consolidated Waiver Requests in ServiceNow, integrated with CMDB/CAB/CHG mgmt	To Do
CA-293257	7/29/2025	Infra Imaging	Add a Disability Document Type to CalSAWS Imaging Solution	New
CA-293256	7/29/2025	Infra Imaging	Update Imaging Routing of Lobby/Kiosk documents to Skip Queues When Possible	New
CA-293093	7/24/2025	Infra Contact Center	Enhance Reschedule appointment functionality - Existing Functionality	New
CA-293031	7/22/2025	Infra Tech Arch	Migrate to Oracle DB@AWS	New
CA-292834	7/14/2025	Infra Tech Ops	Create user account in CalSAWS for Dynatrace monitoring	New
GAGR-866	7/9/2025	Client Correspondence	Santa Clara request to replace using county GAGR SAR 7 with state version	New
CA-292433	6/26/2025	Infra Contact Center	Welcome Bot Smart Routing - Update Intent & Program Recognition	Test Complete
GAGR-856	6/17/2025	Client Correspondence	Remove 'Customer ID' from GAGR Forms and NOA Headers	New
CA-291846	6/10/2025	Infra Contact Center	RPA BenefitsCal BIC request processing logic enhancement	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	Pending Approval

JIRA ID	CREATED	INFRA TEAM	DESCRIPTION	STATUS
CA-290786	5/8/2025	Infra Contact Center	External Partner - Enable Calabrio Live Monitor for better view - Calabrio Vendor - PFR	New
CA-290785	5/8/2025	Infra Contact Center	Ventura Contact Center – Opt-in to BenefitsCal Webchat	New
CA-290616	5/2/2025	Infra Tech Ops	LA County-Whitelist New IP Address for CCRC	New
NOW-1412	5/1/2025	Infra ServiceNow	Incident and sc_req_item metric view access	To Do
CA-290041	4/17/2025	Infra Contact Center	San Bernardino - Deactivate IVR Predictive Handling - CPO	Design in Progress
CA-289662	4/8/2025	Online	Adding a new baby to a Medical only Case Using RPA	New
CA-289657	4/8/2025	Infra Tech Ops	Enable CARES/FCED related infrastructure in PROD before FCED go live	In Assembly Test
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	LA - Calabrio - Sync Live Monitoring with session timeout	New
OCAT-11	3/28/2025	Infra OCAT	Standardize OCAT Scanning - Qualsys	New
CA-289238	3/27/2025	Infra Contact Center	AWS - Ability to filter data by Contact Origin	New
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

JIRA ID	CREATED	INFRA TEAM	DESCRIPTION	STATUS
CA-287325	1/31/2025	Infra Tech Ops	IAPDU TLM-13 ITOM - Update deliverables and OWDs related to ITOM Gainwell Implementation	Pending Approval
CA-287323	1/31/2025	Infra Tech Ops	CSAC-42, TLM 13, 14, 15 - ServiceNow Hardware Asset Mgmt (HAM) Gainwell Implementation	Design in Progress
CA-287321	1/31/2025	Infra Tech Ops	CSAC-42, TLM 13, 14, 15 - ServiceNow Software Asset Mgmt (SAM) Gainwell Implementation	Pending Approval
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	System Test

JIRA ID	CREATED	INFRA TEAM	DESCRIPTION	STATUS
			the most common Denial Reasons	
GAGR-737	10/30/2024	Client Correspondence	Automate Consortium CalSAWS Common GAGR NOA - CalSAWS 4 Discontinuance for the most common Discontinuance Reasons	System Test
CA-283358	10/4/2024	Infra Contact Center	External Agency - AWS - IVR Response Timeout Issue for Customers - Policy compliance	New
CA-283266	10/2/2024	Infra Contact Center	Update IVR & bots to understand all threshold languages	New
CA-283265	10/2/2024	Infra Contact Center	Add threshold languages currently supported by IVR to bots.	New
CA-283075	9/26/2024	Infra Contact Center	External Agency AWS- Abandon Interval not summing to Total Abandonment	New
CA-283043	9/25/2024	Infra Contact Center	Access to Nuance to retrieve real time and 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	Pending Rejection
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

JIRA ID	CREATED	INFRA TEAM	DESCRIPTION	STATUS
CA-280780	7/24/2024	Infra Contact Center	Allow Various Options for County Selection regarding "You are on Hold" Message	New
CA-280778	7/24/2024	Infra Contact Center	Interactive Voice Response IVR Text for Courtesy Call Back CCB	New
CA-280529	7/17/2024	Infra Contact Center	Sacramento - *Pending CPO* Calabrio Support	New
CA-279531	6/19/2024	Infra Contact Center	Fresno- Contact Center: Max Queue Data Stats-Report	Design in Progress
CA-279402	6/17/2024	Infra Contact Center	Coordinate/Sync County Holiday Updates Between CalSAWS and the Contact Center	New
CA-279173	6/11/2024	Infra Contact Center	Grant eCCP Supervisors Access to view historical changes for call routing	Pending Rejection
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	Ready for Committee
CA-278638	5/31/2024	Infra Contact Center	Statewide Authentication Bot Enhancement - Reporting of Skipped Calls	New
CA-278377	5/24/2024	Infra Contact Center	Placeholder - Implement Contact Center Disaster Recovery Solution on one Single county	New
CA-277932	5/15/2024	Infra Contact Center	***Placeholder*** Add Logout Functionality to Supervisor Panel	New
CA-277481	5/6/2024	Infra Contact Center	Enhance eCCP to allow for users to perform a direct transfer(Cold Transfer)	New

JIRA ID	CREATED	INFRA TEAM	DESCRIPTION	STATUS
CA-277286	4/30/2024	Infra Contact Center	Add Verbiage from MEDIL I 24-11 for All CSC Counties IVRs	New
CA-277050	4/24/2024	Infra Contact Center	Update Contact Center Lambda Secrets Manager Reference	New
CA-276974	4/23/2024	Infra Tech Ops	Upgrade Oracle Apex to 24.1	Ready for Committee
CA-276824	4/19/2024	Infra Contact Center	Remove Inbound IVR Informational Messages for PHE Communication	Design in Progress
CA-276763	4/18/2024	Infra Contact Center	LA - Call Center - eGain - Allow multiple users to be selected from the parameters search	New
CA-276762	4/18/2024	Infra Contact Center	LA - Call Center - eGain - Add a search option to allow to search by EW	New
CA-276632	4/16/2024	Infra Contact Center	An additional Admin page to the eCCP to manage RE Line	New
CA-276579	4/15/2024	Infra Contact Center	Upgrade Calabrio to the WFM Cloud Solution	New
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

JIRA ID	CREATED	INFRA TEAM	DESCRIPTION	STATUS
CA-276399	4/10/2024	Infra Contact Center	eGain: CCB Historical report – essential data elements	New
CA-276398	4/10/2024	Infra Contact Center	PFR - eGain: CCB Real-time report – essential data elements	New
CA-276396	4/10/2024	Infra Contact Center	Adding ability to reference AWS s3 stored prompts in the "Emergency Messages" - Admin Page	New
CA-276393	4/10/2024	Infra Contact Center	Adding ability to reference AWS s3 stored prompts in the "Queue Hold Messages" - Admin Page – to allow for WAV files and foreign language handling.	New
CA-276392	4/10/2024	Infra Contact Center	Adding ability to reference AWS s3 stored prompts in the "Informational Messages" - Admin Page	New
CA-276390	4/10/2024	Infra Contact Center	Message-On-Hold (MOH) management on Admin Page by Queue	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

JIRA ID	CREATED	INFRA TEAM	DESCRIPTION	STATUS
CA-273899	2/7/2024	Infra Contact Center	PFR - Calabrio - Ability to live monitor multiple workers at a time	New
CA-273894	2/7/2024	Infra Contact Center	Ability to skill staff with more than one routing profile	New
CA-273487	1/30/2024	Infra Contact Center	Queue Limits Page drop down to view more than 10 per page	New
CA-273471	1/30/2024	Infra Contact Center	Roll-on/off eCCP Admin Page enhance search feature	New
CA-273448	1/30/2024	Infra Contact Center	Quick Connect Admin Page Updates	New
CA-273447	1/30/2024	Infra Contact Center	Teams (units) copy from AWS to eCCP	New
CA-273446	1/30/2024	Infra Contact Center	CSC IVR Call Limits	Design in Progress
CA-273442	1/30/2024	Infra Contact Center	Update eCCP to expose AWS CCP Headset Options	New
CA-273439	1/30/2024	Infra Contact Center	Remove wait time from IVR and replace with position in line	New
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	New

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

