

CalSAWS

California Statewide Automated Welfare System



Bi-Weekly Status Report

CalSAWS Infrastructure

Reporting Period: April 20, 2026 – May 3, 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 55 active Infrastructure Production defects.
Incidents	<ul style="list-style-type: none"> • RESOLVED: PRB0053264 – Starting at 6:00 AM on March 23, 2026, when a BenefitsCal customer attempts to link their account with a CalSAWS case, the case number inside the confirmation email is not properly formatted when the case number begins with 1 and the email language chosen is Arabic. The confirmation email received by the customer will have formatting issues with the case number until the issue is resolved. The confirmation email will be incorrectly formatted until the issue is resolved; however, the link in the email works as expected. This issue occurs when a customer has opted to receive communication in Arabic language and their case number starts with 1. The project team is actively working to resolve the issue and Defect CA-298735 has been created to track the fix. An update will be provided when the issue is resolved. As of 7:16 PM on April 30, 2026, the issue has been resolved by deployment of Defect CA-298735 last night, April 30, 2026. The confirmation email received by the customer now has the correct format. • Fix in Progress: PRB0053460 – Starting at 10:11 AM on May 01, 2026, Sierra County users at the 22 Maiden Ln, Downieville site are unable to access CalSAWS and associated systems. Sierra County users at the Downieville site will experience issues accessing CalSAWS and associated systems until the issue is resolved. The CalSAWS project team is investigating the issue with the Telecommunication provider (TPx). An update will be provided when additional information becomes available. Update: TPx advised, the local internet provider AT&T reported an outage in the area that is impacting connectivity at the site. Currently there is no estimated time for restoration from AT&T. An update will be provided when the issue is resolved. • RESOLVED: PRB0053453 – Starting at 10:50 AM on April 30, 2026, the CalSAWS application was not receiving the Electronic Signature (eSignature) verification text response from customers. Customers were not able to electronically sign documents via text message, including applications, recertifications, and change reports. As of 12:10 PM on

TOPIC	HIGHLIGHTS FOR THE REPORTING PERIOD
	<p>April 30, 2026, the issue is resolved. The project team identified the root cause and reverted a change that was impacting the eSignature text response to the CalSAWS application. Customers are now able to electronically sign documents via text.</p> <ul style="list-style-type: none"> <p>RESOLVED: PRB0053446 – Starting at 10:26 AM on April 29, 2026, Plumas County users at the 270 County Hospital Rd, Quincy site unable to access CalSAWS and associated systems. Plumas County users at the Quincy site will experience issues accessing CalSAWS and associated systems until the issue is resolved. The project team and TPX are actively investigating the issue. An update will be provided when the issue is resolved. Update: TPx confirmed the site is being affected by a local carrier outage. The carrier's technicians are working to resolve the issue and currently do not have an estimated time of restoration. An updated will be provided when the issue is resolved. As of 4:09 PM on April 29, 2026, the issue is resolved. TPx confirmed the connectivity at the site is restored by the carrier. Plumas County users at the Quincy Site are able to access CalSAWS and associated systems.</p> <p>Fix in Progress: PRB0053347 – Starting at 10:41 AM on April 2, 2026, CalFresh EDBC is incorrectly prorating the shelter expense for households with eligible members and multiple ineligible non citizens (FRE), when any ineligible non citizen has income. CalFresh EDBC will incorrectly prorate the shelter expense for households with eligible members and multiple ineligible non citizens (FRE), when any ineligible non citizen has income until the issue is resolved. Workaround: Users can complete a manual EDBC with hand-calculated budgets to ensure correct benefits are issued for this scenario. The project team is actively investigating the issue. Defect CA-299623 has been created and is being targeted for a priority release deployment on Thursday, May 7, 2026. An update will be provided when the issue is resolved.</p> <p>RESOLVED: PRB0053310 – Starting at 10:00 AM on April 1, 2026, users may experience Jira application slowness. Users may experience slowness while navigating through and downloading reports in Jira. Users may also receive a 502 bad gateway error when attempting to access Jira. Workaround: Users are advised to reattempt login if they receive a 502 error. The CalSAWS project team is actively coordinating with the Jira vendor, and an update will be provided as additional information becomes available. Update: The project team identified that selecting “All Fields” when requesting creation of a Jira report is causing intermittent slowness and recommends using the “Current Fields” option instead of the “All Fields” option until the issue is resolved. The project team continues to work with the vendor, and an update will be provided when additional information becomes available. Update#2: The project team temporarily disabled “All Fields” option that was available for users to select when creating Jira reports. Users are</p>

TOPIC	HIGHLIGHTS FOR THE REPORTING PERIOD
	<p>advised to use the “Current Fields” option until the issue is resolved. As of 2:51 AM on April 23, 2026, the issue is resolved. The project team implemented changes to Jira production and monitored to confirm performance is stable. The “All Fields” option remains disabled as part of the changes; Users are advised to continue to use the “Current Fields” option for Jira reports. Users are able to navigate and perform tasks at expected speeds with no errors.</p> <ul style="list-style-type: none"> <p>RESOLVED: PRB0053440 – Starting at 12:00 PM on April 27, 2026, A pop-up window (“Thank you for evaluating Asprise products...”) is displaying on Lobby Kiosks when customers attempt to scan a document that may cause Lobby Kiosk to freeze and require a restart. Customer will not be able to complete the document scan process if the customer selects ‘Yes’ on the pop-up window. Clicking Yes on the pop-up window will force the Lobby Kiosk to launch a browser window and require a restart to restore. If the customer selects No, scanning will continue as expected and there is no impact to kiosk operations. Workaround: Customers should select “No” on the pop-up window to continue using kiosks. If the customer selects “Yes”, then the county will need to restart the kiosks to restore operations. The project team is actively working to resolve the issue. Defect CA-300461 has been created and is being targeted for a priority release tonight, April 27, 2026. An update will be provided as additional information becomes available. As of 8:45 PM on April 27, 2026, issue has been resolved by deployment of Defect CA-300461. The pop-up window no longer displays on the Lobby Kiosks during the scanning process and customers are able to scan documents without issues.</p> <p>RESOLVED: PRB0053429 – Starting at 7:47 AM on April 27, 2026, Alpine County users at the 75A Diamond Valley Road, Markleeville site unable to access CalSAWS and associated systems. Alpine County users at the Markleeville site will experience issues accessing CalSAWS and associated systems until the issue is resolved. The project team is actively investigating the issue. An update will be provided when the issue is resolved. As of 1:06 PM on April 27, 2026, the issue has been resolved. The project team restored connectivity at the site. Alpine County users at the Markleeville Site are now able to access CalSAWS and associated systems.</p> <p>RESOLVED: PRB0053430 – Starting at 7:00 AM on April 27, 2026, Calaveras County users at the 1045 Jeff Tuttle Rd, San Andreas site unable to access CalSAWS and associated systems. Calaveras County users at the San Andreas site will experience issues accessing CalSAWS and associated systems until the issue is resolved. The project team and TPX are actively investigating the issue. An update will be provided when the issue is resolved. Update: TPx engaged the carrier, AT&T, who advised the site is part of a major AT&T outage. There is currently no</p>

TOPIC	HIGHLIGHTS FOR THE REPORTING PERIOD
	<p>estimate time of restoration. The project team continues to monitor for updates from TPx. As of 1:49 PM on April 27, 2026, issue has been resolved by the carrier, AT&T. TPx confirmed the AT&T outage has been resolved and connectivity at the San Andreas site was restored. Calaveras County users at the San Andreas site are able to access CalSAWS and associated systems.</p> <ul style="list-style-type: none"> <p>RESOLVED: PRB0053368 – Starting at 1:19 PM on April 13, 2026, duplicate income records were created due to the following: 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. 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. Update: Defect CA-300015 has been deployed and the cases that were impacted by the below listed issue have been corrected: CalSAWS received duplicate PVS abstracts from CDSS. When processed, the PVS automation ran for each abstract, resulting in duplicate processing for the same case and the creation of duplicate income records. The CalSAWS project is developing a plan to rerun EDBC for cases impacted by the duplicate income records. An update will be provided as additional information becomes available. As of 6:43 PM on April 23, 2026, this issue was resolved with the deployment of Defect CA-300114 last night. Impacted cases now have the correct income and are no longer being discontinued due to excess income. EDBC for the month of May and June was rerun to redetermine eligibility. The instructions for impacted cases will be provided in a County Alert Transmittal. SCR CA-299967 will track the long-term fix to the PVS automation logic.</p> <p>RESOLVED: PRB0053404 – Starting at 8:00 PM on April 11, 2026, Following the recent PVS automation (SCR CA-293332), some CalWORKs, CalFresh, and Medi-Cal cases that received PVS abstracts in April were either discontinued or had benefits calculated incorrectly. This occurred because the system counted the same income twice for those cases. Impacted cases have been discontinued or the benefits have been incorrectly determined for the month of May. Defect CA-300114 has been logged to track and resolve this issue. The CalSAWS project team is actively investigating and will provide updates as more information becomes available. The resolution for Defect CA-300114 that was</p>

TOPIC	HIGHLIGHTS FOR THE REPORTING PERIOD
	<p>previously planned for yesterday is still in progress and targeted for implementation tonight, April 23, 2026. It is planned to complete before Main Payroll begins. An update will be provided when the issue is resolved. As of 6:43 PM on April 23, 2026, the issue has been resolved – the fix for Defect CA-300114 was deployed. EDBC for the month of May and June was ran to redetermine eligibility. The instructions for impacted cases will be provided in a County Alert Transmittal.</p> <ul style="list-style-type: none"> RESOLVED: PRB0053423 – Starting at 9:00 AM on April 23, 2026, users are experiencing slowness and intermittent error messages while performing EBT transactions in CalSAWS. Some users may experience issues performing EBT transactions and accessing EBT related information in CalSAWS until the issue is resolved. FIS continue to investigate the issue. An update will be provided as additional information becomes available. As of 10:04 AM this morning, the FIS team remediated the issue and confirmed stability with EBT transactions. The project team will continue to monitor EBT transactions and provide an update by end of today. As of 10:04 AM on April 23, 2026, this issue has been resolved by the FIS project team. Users are no longer experiencing slowness and intermittent error messages while performing EBT transactions in CalSAWS. RESOLVED: PRB0053418 – Starting at 11:44 AM on April 22, 2026, users are experiencing issues accessing the MEDS/Statewide Client Index (SCI) system to perform CIN Search/Creation functionality in CalSAWS. Users will be unable to search for or request a new CIN in CalSAWS. DHCS is actively investigating the issue. An update will be provided as additional information becomes available. As of 3:34 PM on April 22, 2026, this issue has been resolved by DHCS. Users are now able to access the MEDS/Statewide Client Index (SCI) system to perform CIN Search and Creation functionality in CalSAWS.
Maintenance/ Deployments	<ul style="list-style-type: none"> 5/1/2026: Deployment – Priority Release 26.05.01 (CHG0059161) 4/30/2026: Deployment – Priority Release 26.04.30 (CHG0059160) 4/29/2026: Deployment – Priority Release 26.04.29 (CHG0059158) 4/27/2026: Deployment – Priority Release 26.04.27 (CHG0059134) 4/25/2026: Deployment – Priority Release 26.04.25 (CHG0059049) 4/24/2026: Maintenance – IAM (ForgeRock) Maintenance 4/24/2026: Maintenance – Imaging (Hyland) Maintenance 4/24/2026: Deployment – Priority Release 26.04.24 (CHG0059048) 4/23/2026: Deployment – Priority Release 26.04.23 (CHG0059047) 4/22/2026: Deployment – Priority Release 26.04.22 (CHG0059046)
Milestones	<ul style="list-style-type: none"> 8 Production Deployments during this reporting period 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	FDEL Re-Review Complete 5/8
I-D02 – Appendix H	Configuration Management Plan – OWDs – Hardware Asset Management and Software Management	FDEL in Review	FDEL Review complete 5/8

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 0075-26 Scheduled Downtime Notification - 5-17-2026	2	04/27/2026
	CIT 0071-26 Scheduled Downtime Notification – 5-10-2026		04/21/2026
Scheduled CalSAWS Maintenance	CalSAWS Broadcast >> Scheduled CalSAWS Maintenance – 5/10/2026, 2:00 PM to 8:30 PM	6	04/27/2026
	CalSAWS Broadcast >> Scheduled CalSAWS Adhoc Maintenance – 4/19/2026, 12:00 PM to 4:00 PM		04/27/2026
	CalSAWS Broadcast >> Scheduled Maintenance >> May 2026 Training Production Refresh - 5/1/2026, 6:00 PM to 6:00 PM, 5/3/2026		04/27/2026
Scheduled BenefitsCal Maintenance	CalSAWS Broadcast >> Scheduled CalSAWS Maintenance – 4/30/2026 – Updates, BenefitsCal Maintenance Addition – 8:00 PM to 10:00 PM	1	04/30/2026

CATEGORIES	SUBJECT	COUNT	DISTRIBUTION DATE (S)
Scheduled EBT Maintenance	None		
CalSAWS County Executive Communications	Update #2- CalSAWS County Executive Communication – Sierra County - Downieville Site - CalSAWS Access Issue	16	05/01/2026
	Update - CalSAWS County Executive Communication – Sierra County - Downieville Site - CalSAWS Access Issue		05/01/2026
	New - CalSAWS County Executive Communication – Sierra County - Downieville Site - CalSAWS Access Issue		05/01/2026
	Update #4 - CalSAWS County Executive Communication – Plumas County - Quincy Site - CalSAWS Access Issue		04/30/2026
	Update #3 - CalSAWS County Executive Communication – Plumas County - Quincy Site - CalSAWS Access Issue		04/29/2026
	Update #2 - CalSAWS County Executive Communication – Plumas County - Quincy Site - CalSAWS Access Issue		04/29/2026
	New - CalSAWS County Executive Communication – Plumas County - Quincy Site - CalSAWS Access Issue		04/29/2026
	Resolved - CalSAWS County Executive Communication – Alpine County - Markleeville Site - CalSAWS Access Issue		04/27/2026
	Resolved - CalSAWS County Executive Communication – Calaveras County - San Andreas Site - CalSAWS Access Issue		04/27/2026
	Update #3 - CalSAWS County Executive Communication – Alpine County - Markleeville Site - CalSAWS Access Issue		04/27/2026
	RE: Update - CalSAWS County Executive Communication – Calaveras County - San Andreas Site - CalSAWS Access Issue		04/27/2026
Update #2 - CalSAWS County Executive Communication – Alpine County - Markleeville Site - CalSAWS Access Issue	04/27/2026		

CATEGORIES	SUBJECT	COUNT	DISTRIBUTION DATE (S)
	Update - CalSAWS County Executive Communication – Alpine County - Markleeville Site - CalSAWS Access Issue		04/27/2026
	Update - CalSAWS County Executive Communication – Calaveras County - San Andreas Site - CalSAWS Access Issue		04/27/2026
	New - CalSAWS County Executive Communication – Calaveras County - San Andreas Site - CalSAWS Access Issue		04/27/2026
	New - CalSAWS County Executive Communication – Alpine County - Markleeville Site - CalSAWS Access Issue		04/27/2026
Issue Notification	Update – PRB0053460 New – PRB0053460 Resolved – PRB0053264 --- New – PRB0053446 New – PRB0053453 --- Update – PRB0053446 Resolved – PRB0053310 New – PRB0053347 New – PRB0053446 --- Resolved – PRB0053440 --- New – PRB0053440 Resolved – PRB0053429 Resolved – PRB0053430 Update – PRB0053430 New – PRB0053430 New – PRB0053429 --- Resolved – PRB0053368 Resolved – PRB0053404 --- Resolved – PRB0053423 New – PRB0053423 Update – PRB0053404 --- Resolved – PRB0053418 New – PRB0053418 --- New – PRB0053404 --- New – PRB0053368	25	05/01/2026 05/01/2026 05/01/2026 --- 04/30/2026 04/30/2026 --- 04/29/2026 04/29/2026 04/29/2026 04/29/2026 --- 04/28/2026 --- 04/27/2026 04/27/2026 04/27/2026 04/27/2026 04/27/2026 04/27/2026 --- 04/24/2026 04/24/2026 --- 04/23/2026 04/23/2026 04/23/2026 --- 04/22/2026 04/22/2026 --- 04/21/2026 --- 04/20/2026

CATEGORIES	SUBJECT	COUNT	DISTRIBUTION DATE (S)
Priority Release Requests for Approval	Priority Release 26.05.01 (CHG0059161) Priority Release 26.04.30 (CHG0059160) Priority Release 26.04.29 (CHG0059158) Priority Release 26.04.27 (CHG0059134) Priority Release 26.04.25 (CHG0059049) Priority Release 26.04.24 (CHG0059048) Priority Release 26.04.23 (CHG0059047) Priority Release 26.04.22 (CHG0059046)	8	05/01/2026 04/30/2026 04/29/2026 04/27/2026 04/25/2026 04/24/2026 04/23/2026 04/22/2026
Informational Alert	CalSAWS Informational Alert >> PVS Automation Update Informational Alert: Gold River Wireless Network Informational Alert - Jenkins Prod, County and Training Upgrade to 2.541.2 CalSAWS Informational Alert >> Available CARES Web Based Training Material in LMS - SCR CA-289944 CalSAWS Informational Alert >> HR1 Ad-Hoc Workgroup Reports - Update	5	05/01/2026 04/24/2026 04/23/2026 04/21/2026 04/20/2026
CalSAWS	Daily Health Report	10	05/01/2026 04/30/2026 04/29/2026 04/28/2026 04/27/2026 04/24/2026 04/23/2026 04/22/2026 04/21/2026 04/20/2026

Table 3.1-2: Enhanced Communications

CATEGORY	SUBJECT	COUNT	DISTRIBUTION DATE (S)
None			

3.2 Planned Outages

The following table lists the planned outage communications.

Table 3.2-1: Planned Outage Communications

SYSTEM	PURPOSE	TIMEFRAME	IMPACT	CIT DATE	CALSAWS BROADCAST DATE
CalSAWS	CalSAWS Release 26.05	5/17/2026 6:00 AM to 1:00 PM	CalSAWS users will be redirected to a read-only version during the outage.	CIT 0075-26 4/27/2026	
BenefitsCal	BenefitsCal Release 26.05.17	5/17/2026 6:00 AM to 8:00 AM	BenefitsCal will be unavailable during this time.	CIT 0075-26 4/27/2026	
CalSAWS	CalSAWS Maintenance	5/10/2026 2:00 PM to 8:30 PM	CalSAWS users will be redirected to a read-only version during the outage.	CIT 0071-26 4/21/2026	4/27/2026
CalSAWS	CalSAWS Ad Hoc Maintenance	5/10/2026 12:00 PM to 4:00 PM	The Ad hoc Reporting database will be unavailable for Apex, EDR, and Ad hoc reports users.	CIT 0071-26 4/21/2026	4/27/2026
BenefitsCal	BenefitsCal Release 26.04.30	4/30/2026 8:00 PM to 10:00 PM	BenefitsCal will be unavailable during this time.		4/29/2026

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
0075-26	Scheduled Downtime Notification – 5-17-2026	Informational	04/27/2026	Communications Infrastructure	Pete Quijada
0071-26	Scheduled Downtime Notification – 5-10-2026	Informational	04/21/2026	Communications Infrastructure	Pete Quijada

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

Table 3.3-2: CRFIs

CRFI ID	SUBJECT	DISTRIBUTION DATE	STATUS	RESPONSE DUE DATE	CALSAWS CONTACT
26-021	Office 2016 End of Support	04/24/2026	Open	05/08/2026	Nonie Reyes-Small, Tim Losser

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	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	N/A	San Bernardino	Los Angeles

3.4 SIRFRA/SCERFRA Information.

The following table outlines the current Statewide Automated Welfare System (SAWS) Cost Estimation Request for Research and Analysis (SCERFRA) and SAWS Information Request for Research and Analysis (SIRFRA).

Table 3-1: Details of SIRFRA/SCERFRA Data Received

ID	DESCRIPTION	STATUS
SIRFRA 1352	Automation of CDCR's reporting release dates and other member data to counties	Completed
SIRFRA 1382	Medi-Cal Envelope Reopened to add Spanish language to Medi-Cal Env	Completed
SIRFRA 1401	SIRFRA 1401 – Updating Member Address NCOA	Completed
SIRFRA 1409	Print Postage Costs	Completed
SIRFRA 1410	Medi-Cal Telephonic Signature Receipt	Completed
SIRFRA 1430	SB 1289 Call Center Data – General Questions	Completed
SIRFRA 1434	SB 1289 – Medi-Cal Call Center Data – Monthly Data	Completed
SIRFRA 1434	Medi-Cal Call Center Data – Amended – Recurring	Recurring
SIRFRA 1440	SIRFRA 1440 – Print/postage/Adobe rendering cost	Completed
SIRFRA 1441	SB 1289 Medi-Cal Call Center Data Fiscal Estimate	Completed
SIRFRA 1442	Print/Postage/Adobe estimates	Completed
SIRFRA 1447	Remaining Counties to opt into Automatic Return Mail Processing	Completed
SIRFRA 1448	Property Insert	Completed
SIRFRA 1453	Automation of Updated Member Address	Completed
SIRFRA 1454	Adult Expansion Freeze Additional Outreach	Completed
SIRFRA 1454	Adult Expansion Freeze – Amended	Completed
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 1477	SB 1284	Cancelled
SIRFRA 4030	SAR 2, AR 2, and AR 2 SAR	Completed

ID	DESCRIPTION	STATUS
SCERFRA 24-512	Foster Care Rates Proposal TBL	Completed
SCERFRA 24-524	Alternate Formatted Forms – CDSS	Completed
SCERFRA 24-546	The Work Number	Completed
SCERFRA 25-501	SCERFRA 25-501 Print/Postage/Adobe Costs	Completed
SCERFRA 25-503	BenefitsCal Release of Information (ROI) to Community-Based Organizations (CBOs)	Completed
SCERFRA 25-508	SCERFRA 25-508 Print/Postage/Adobe Costs	Completed
SCERFRA 25-509	WTW Flow Proposal	Completed
SCERFRA 25-511	SCERFRA 25-511 – Print/Postage/Adobe estimates	Completed
SCERFRA 25-512	SCERFRA 25-512 – Non-Citizen Discontinuance NOA	Completed
SCERFRA 25-514	SCERFRA 25-514 – BenefitsCal Homeless Automation	Completed
SCERFRA 25-516	SCERFRA 25-516 – CalWORKs Child Support Forms Revision Efforts	Completed
SCERFRA 25-518	SCERFRA 25-518 – Shorter Versions of the Prepopulated SAR 7 Form and SAR 7A	Completed
SCERFRA 25-523	BenefitsCal Income Verification Service	Cancelled
SCERFRA 25-525	BenefitsCal Income Verification Service	Completed
SCERFRA 25-527	Integration of the Work Number	Completed
SCERFRA 25-528	Revised SAR 2	Completed
SCERFRA 25-529	Immunization Forms Revision Efforts (CW 2209)	Completed
SCERFRA 25-530	Termination of Standard Medical Deduction Demonstration Project	Completed
SCERFRA 25-531	ABAWD Form – CF 377.11E	Completed
SCERFRA 25-531	ABAWD Form – CF 377.11E Mass Mailer	Completed
SCERFRA 25-534	CalFresh ROI Enhancement for CalFresh Outreach Network	Completed
SCERFRA 25-535	NOAs for the CW's Special Needs payment	Completed
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

ID	DESCRIPTION	STATUS
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 26-507	BenefitsCal Income Verification Service	Completed
SCERFRA 26-508	Revised SAR 2	Submitted
SCERFRA 26-509	CalFresh ABAWD Auto-Exemption	Completed
SCERFRA 26-906	AB 2765 – CalFresh and CalWORKs: Childhood Hunger and Foster Youth	Completed
SCERFRA 26-908	SB 1387 – State Agencies – Collection and Reporting of Demographic Data – Jewish Identity	Cancelled
SCERFRA 26-911	California Antihunger Response and Employment Training Act of 2026 (AB 2299)	Completed
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.	Completed
SCERFRA 26-921	SB 1125 – Water Rate Assistance Program	Completed
SCERFRA 26-922	Increase Free Form Text Character Limit on CalFresh Over Issuance Notices	Completed

4 INFRASTRUCTURE OPERATIONS

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

4.1 Service Management

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

4.1.1 CalSAWS Service Desk Metrics

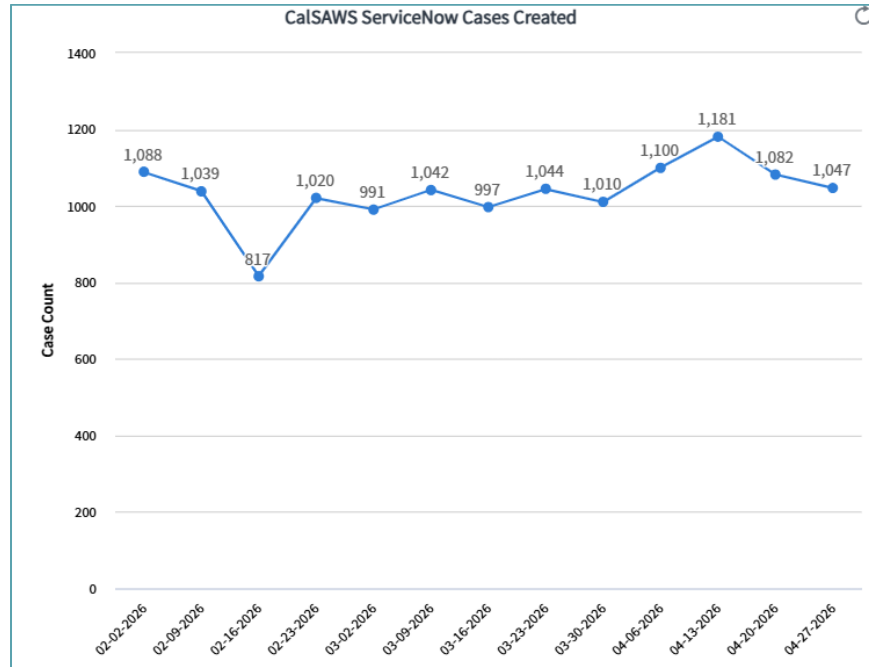


Figure 4.1.1: CalSAWS ServiceNow Cases per Week Created

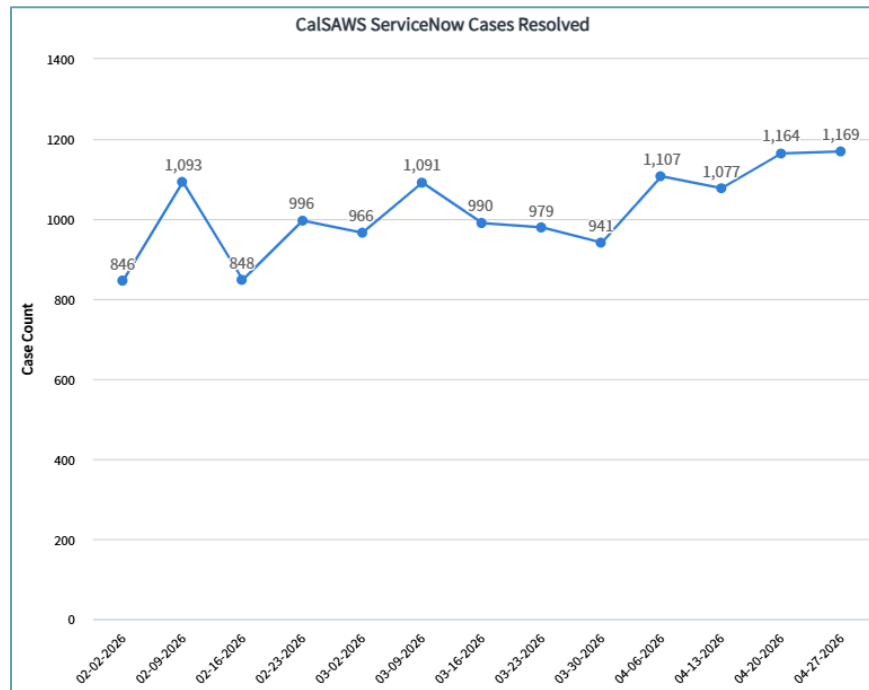


Figure 4.1.1-4.1.2: CalSAWS ServiceNow Cases per Week Resolved

Note: The graphs represent the ServiceNow cases associated with all 58 Counties. Cases represent the first level of ticketing that enters the ServiceNow system. The dates in x-axis represent the start of a week but the data is inclusive of the entire week.

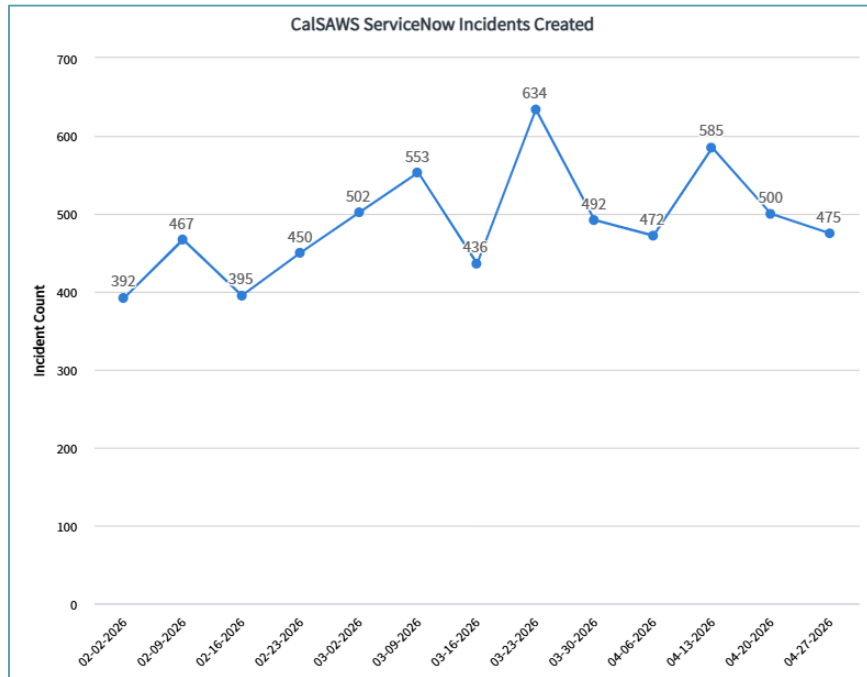


Figure 4.1.3: CalSAWS ServiceNow Incidents Created

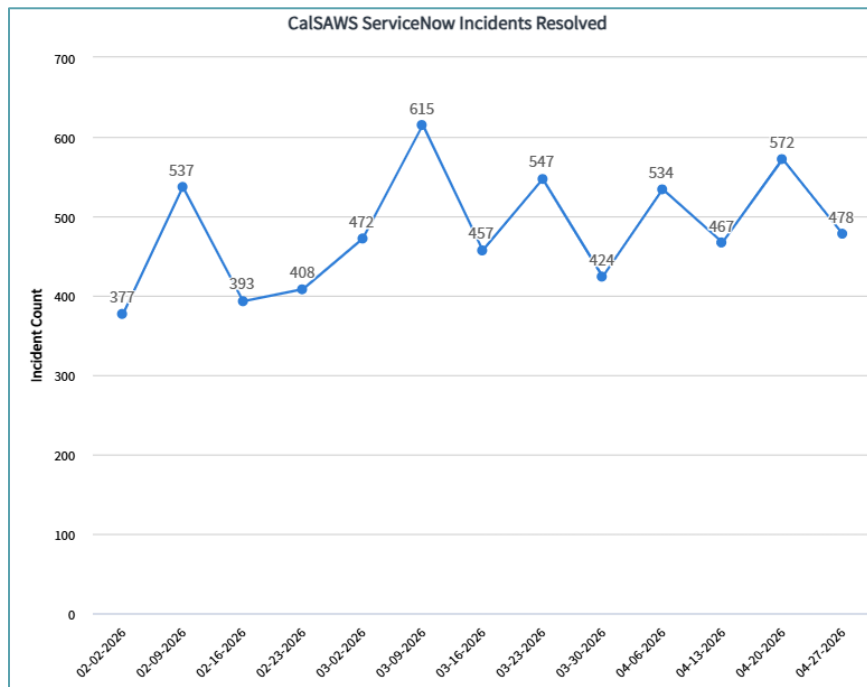


Figure 4.1.1-4.1.4: CalSAWS ServiceNow Incidents Resolved

Note: The graphs show the ServiceNow Incidents associated with all 58 Counties. Incidents are escalations derived from case attempts to triage the issue. The dates in x-axis represent the start of a week but the data is inclusive of the entire week.

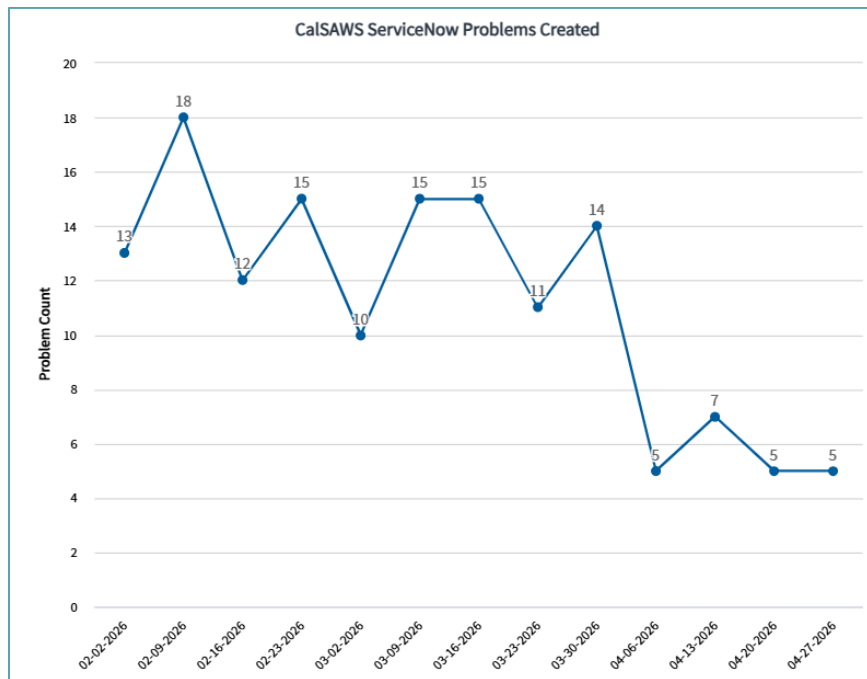


Figure 4.1.1-4.1.5: CalSAWS ServiceNow Problems Created

Note: ServiceNow Problems do not go into a “closed” state, meaning updates can be made to them at any time. This includes changes to the category (e.g., switching between production and non-production) or updates to the state (e.g., marked as duplicate or cancelled), which may result in variations in total counts.

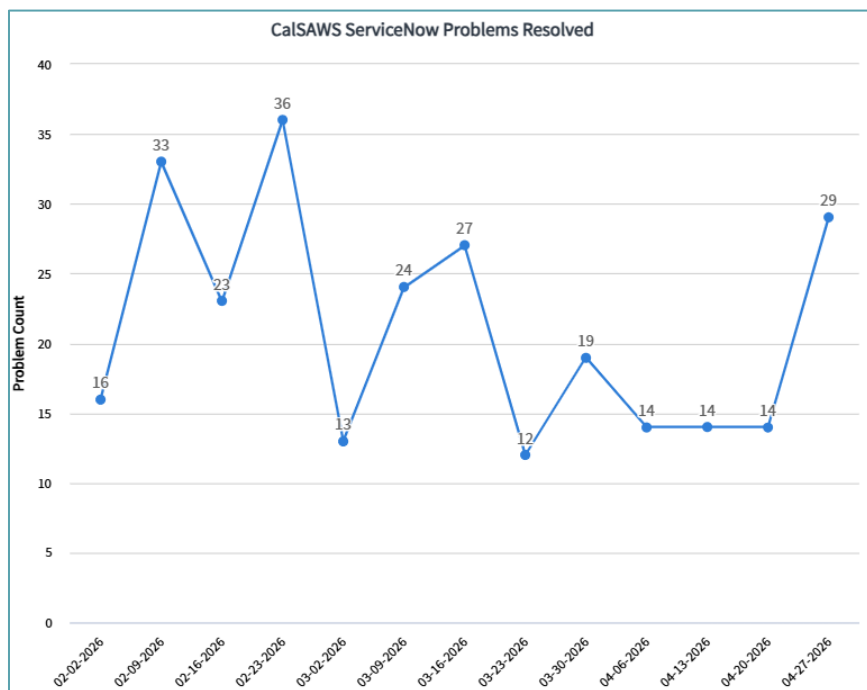


Figure 4.1.1-4.1.6: CalSAWS ServiceNow Problems Resolved

Note: The graph represents the ServiceNow problems associated to 58 Counties. Problems represent issues that can have a many to one relationship with incidents and the final step in escalation. The dates in x-axis represent the start of the week but the data is inclusive of the entire week

Table 4.1.1-1: CalSAWS ServiceNow Incidents by State and Age

	<1 DAY	1-5 DAYS	6-10 DAYS	11-15 DAYS	16-30 DAYS	30-60 DAYS	60-180 DAYS	>180 DAYS	TOTAL
NEW	3	32	2	1	6	5	4	1	54
IN PROGRESS	0	79	15	19	33	29	43	20	238
ON HOLD	0	38	30	18	117	108	202	39	552
RESOLVED	0	248	252	282	239	40	34	5	1,100
CLOSED	13	6	3	49,956	102,310	18,309	12,546	3,598	186,741
PROBLEM IN DIAGNOSIS	0	0	0	0	0	0	0	1	1
TOTAL	16	403	302	50,276	102,705	18,491	12,829	3,664	188,686

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.

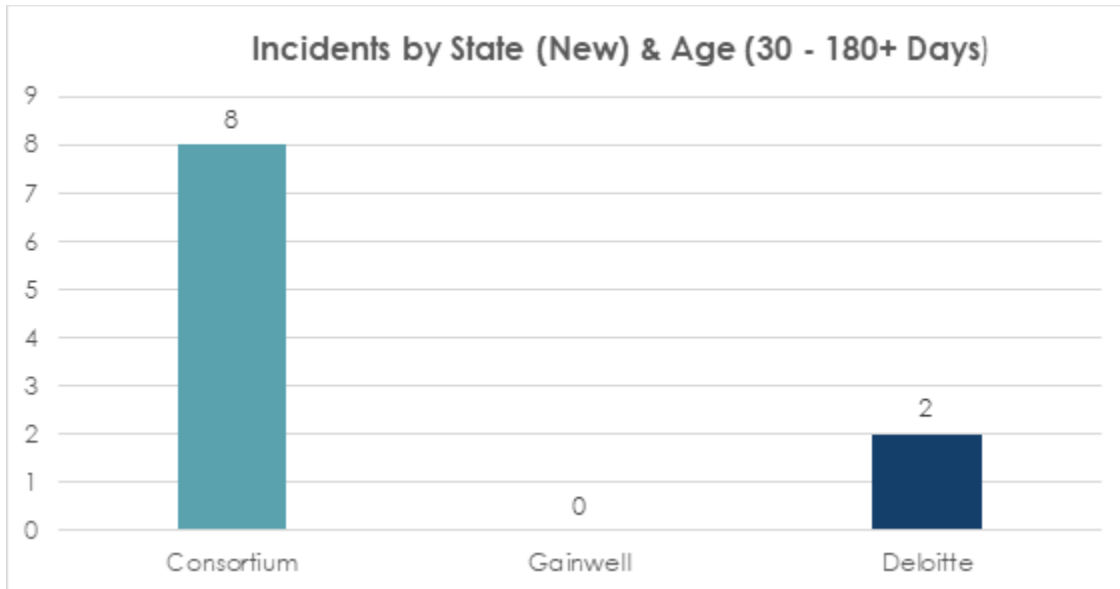


Figure 4.1.1-4.1.7: CalSAWS ServiceNow Incidents by State (New) and Age (30 – 180+ Days)

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

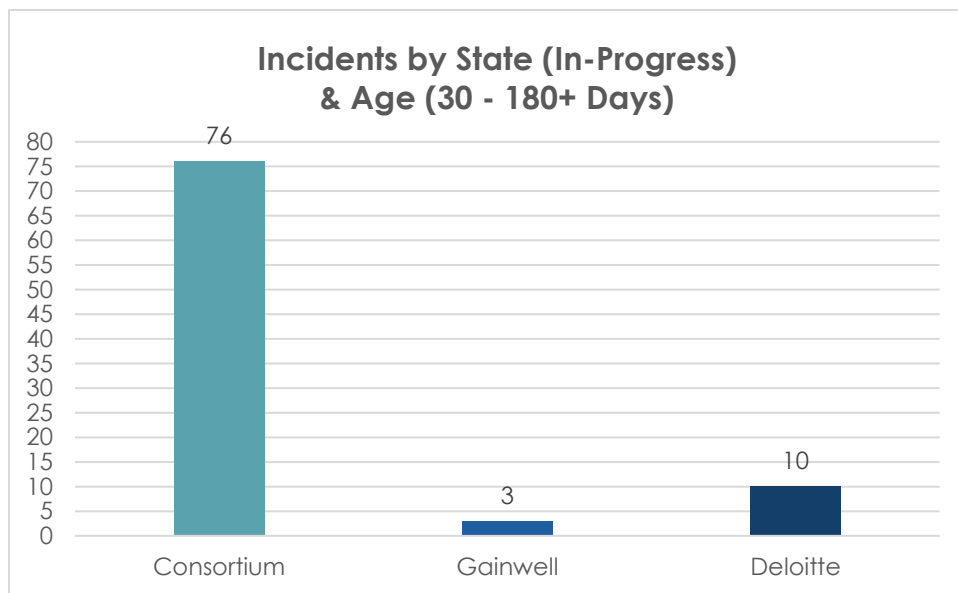


Figure 4.1.1-4.1.8: CalSAWS ServiceNow Incidents by State (In progress) and Age (30 – 180+ Days)

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

ORGANIZATION	SERVICE DESK INCIDENTS	INFRASTRUCTURE INCIDENTS	TOTAL INCIDENTS
Consortium	76	0	76
Gainwell	1	2	3
Deloitte	6	4	10
Total	83	6	89

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

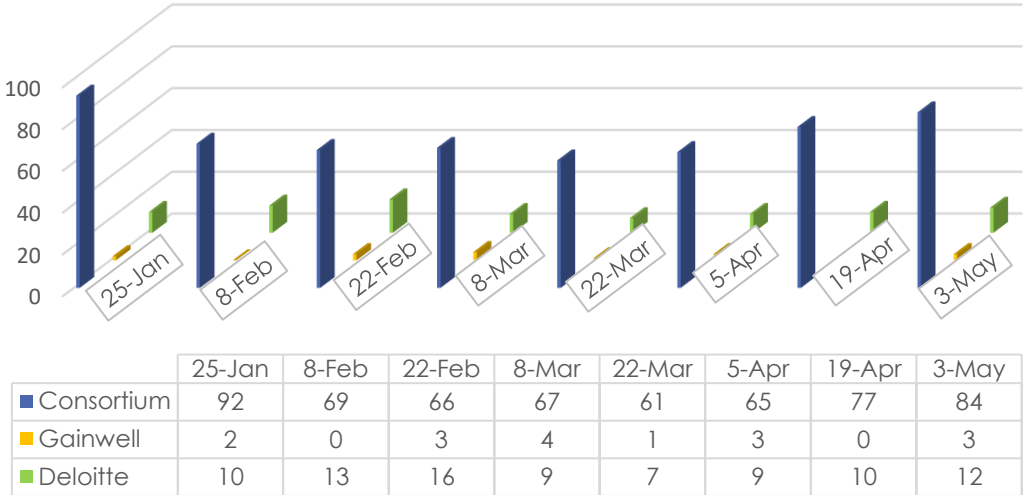


Figure 4.1.1-4.1.9: Aging Incident Backlog

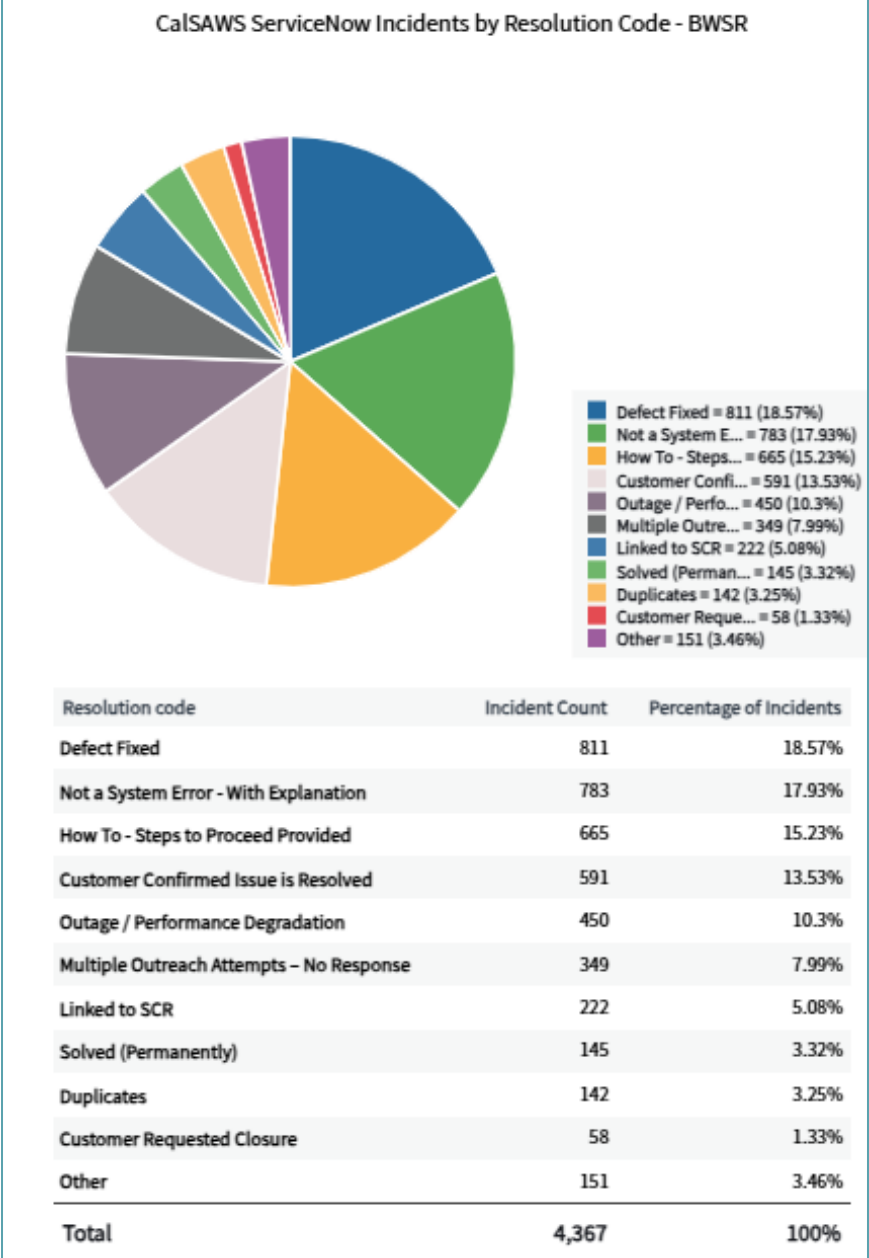


Figure 4.1.10: CalSAWS ServiceNow Incidents by Resolution Code

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

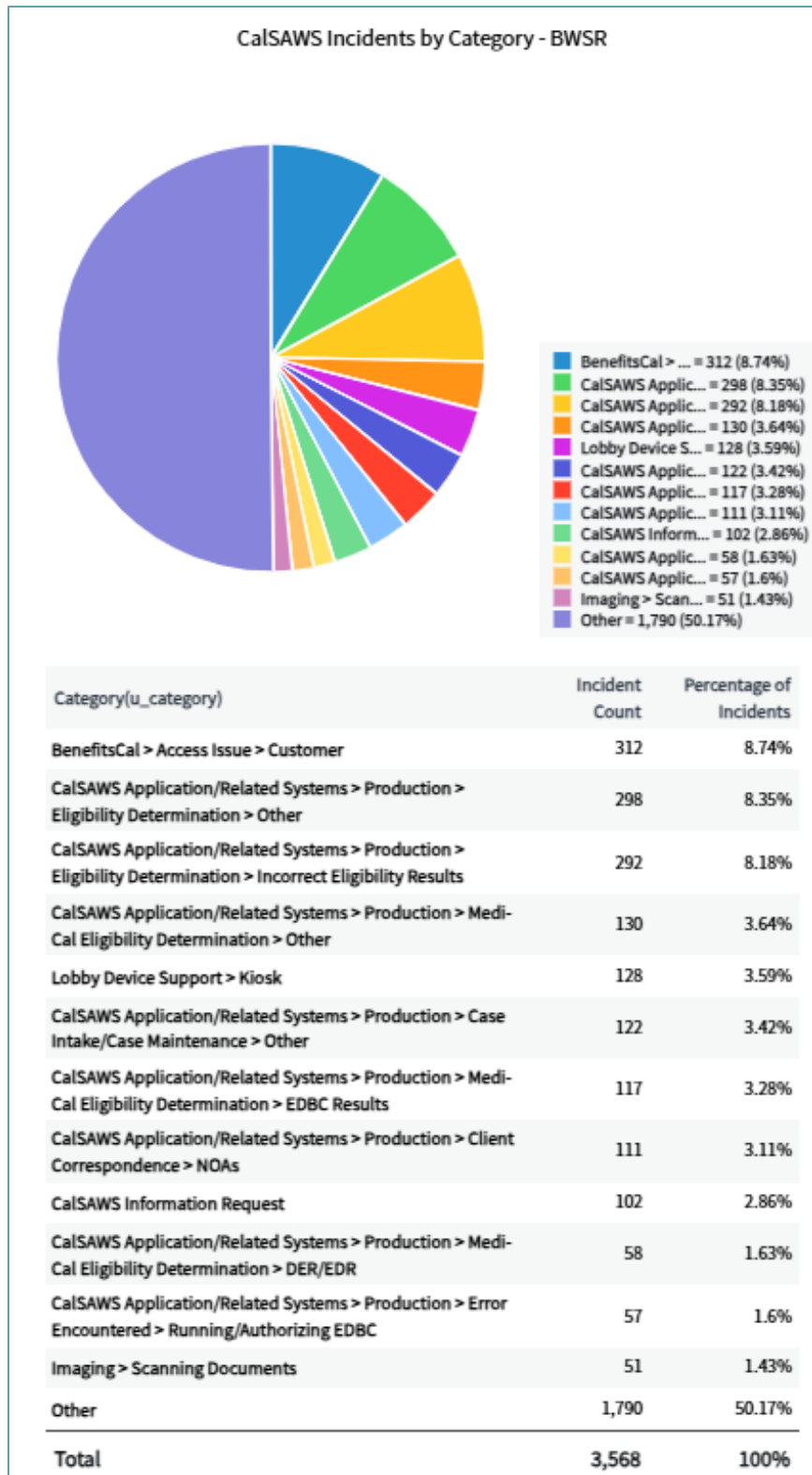


Figure 4.1.11: CalSAWS ServiceNow Incidents Created by Category

Note: The pie chart above represents Incidents by Category created within the past two (2) months. The 1,790 listed as "Other" are for selected categories that had less than 51 incidents. Please view the CalSAWS Incidents by Category Breakdown report to see a complete list of all categories selected for the 3,568 incidents.

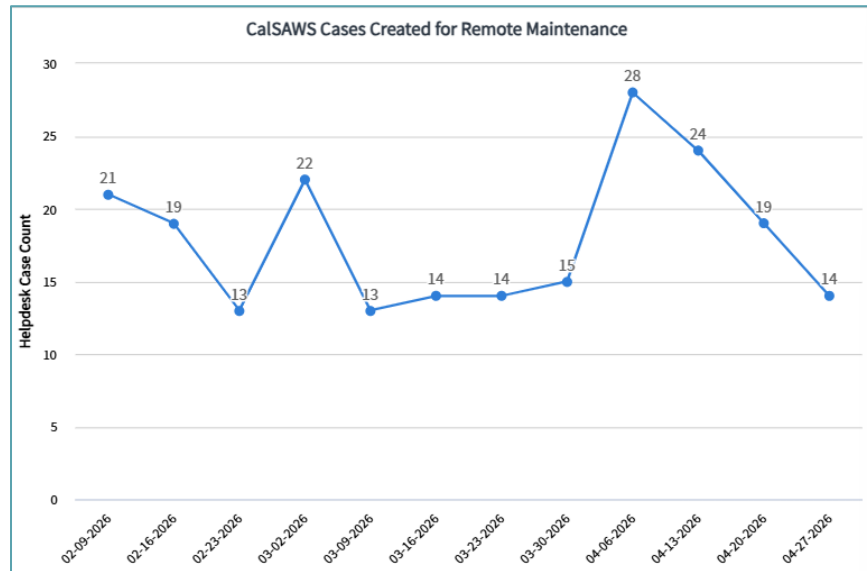


Figure 4.1.12: CalSAWS ServiceNow Cases Created for Remote Maintenance

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 is 99.78%.

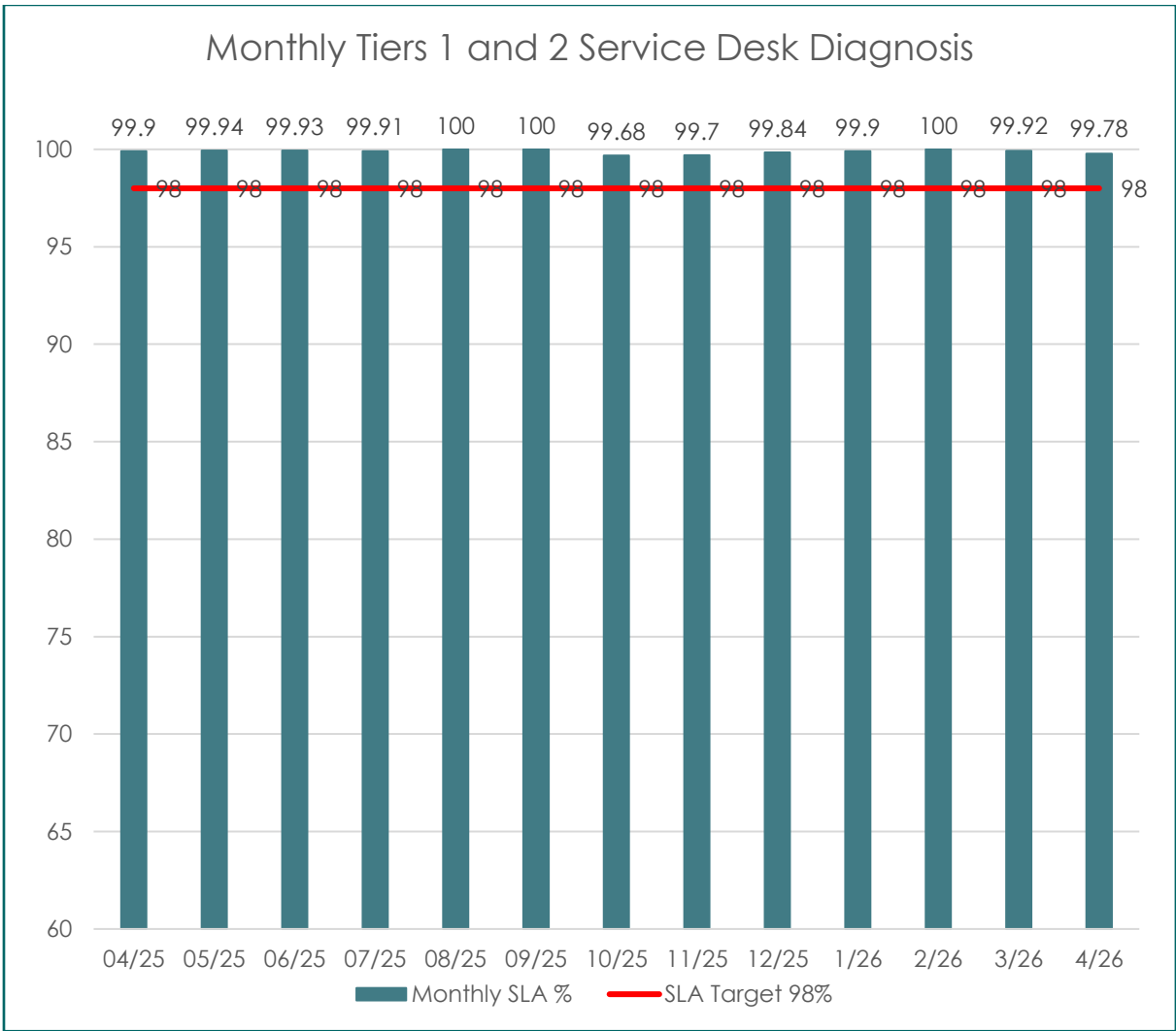


Figure 4.1.13: CalSAWS Monthly Tiers 1 and 2 Service Desk Diagnosis SLA Compliance

The following figure represents the number of incidents that missed the SLA in each month. Three (3) incidents missed the SLA in April.

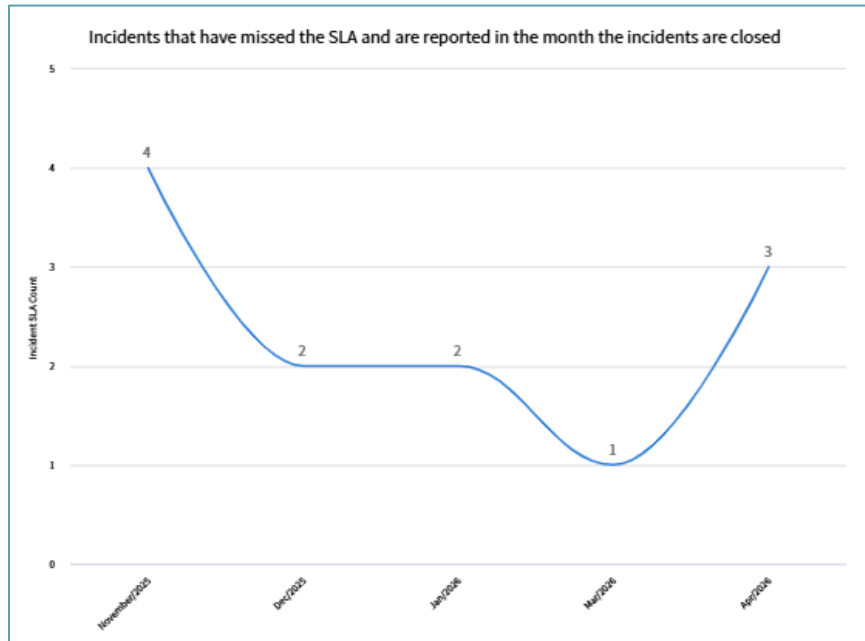


Figure 4.1.14: Incidents that have missed the Service Level Agreement (SLA) in their respective months

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. Three (3) closed incidents missed the SLA in April.

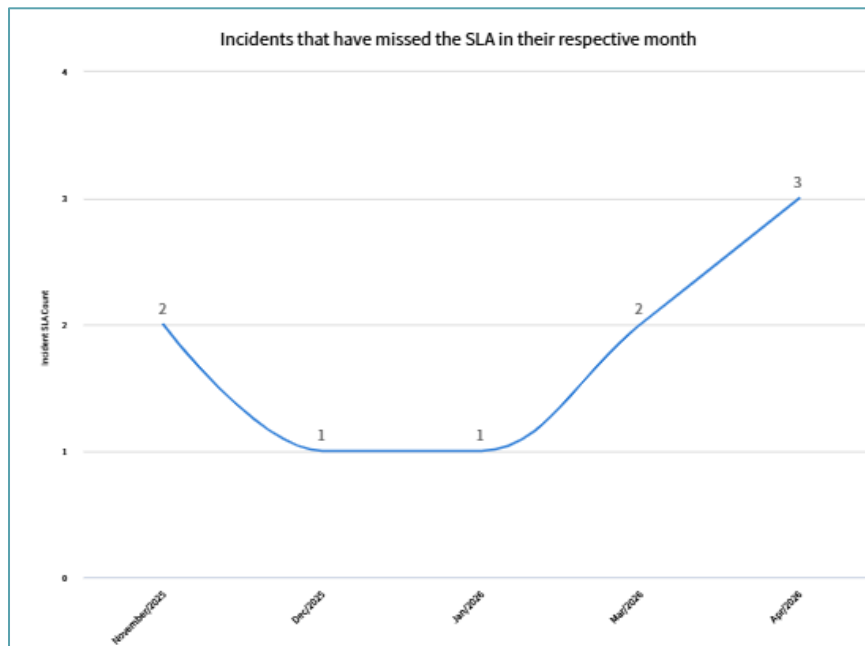


Figure 4.1.15: Incidents that have missed the SLA and reported in the month incidents are closed.

4.1.2 BenefitsCal Technical Service Desk Metrics

Information related to the BenefitsCal Technical Service Desk follows.

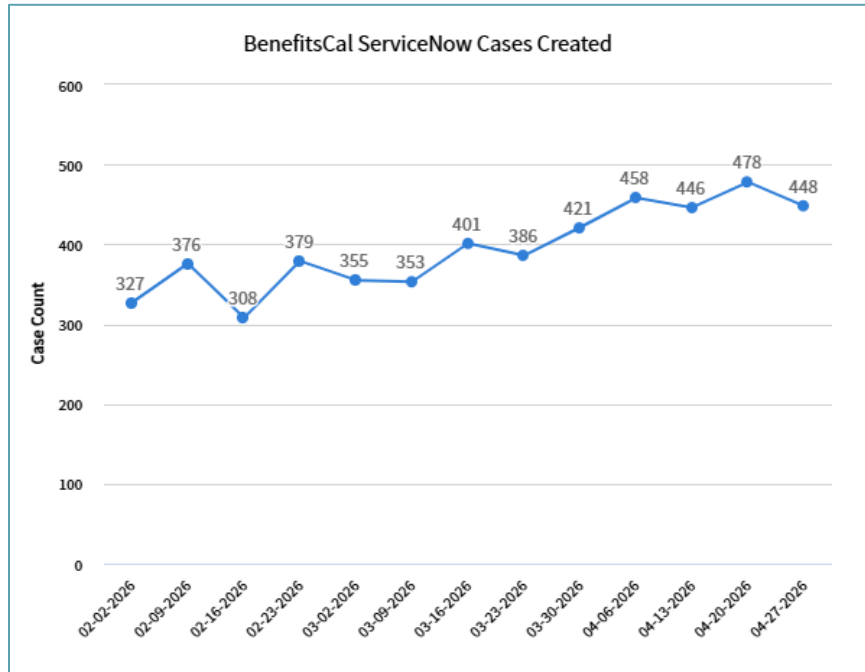


Figure 4.1.2-4.1.16: BenefitsCal ServiceNow Cases Created

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.

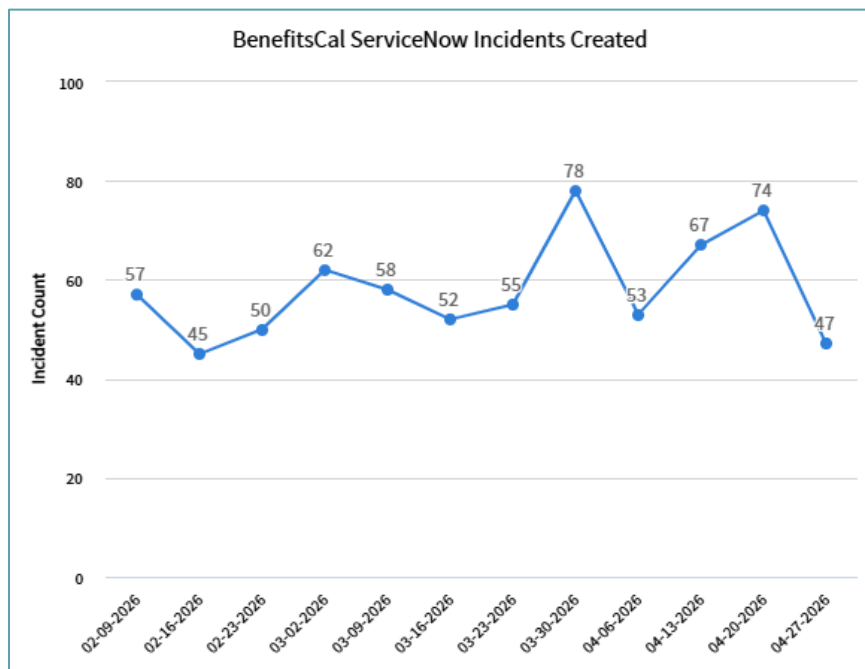


Figure 4.1.2-4.1.17: BenefitsCal ServiceNow Incidents Created

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.

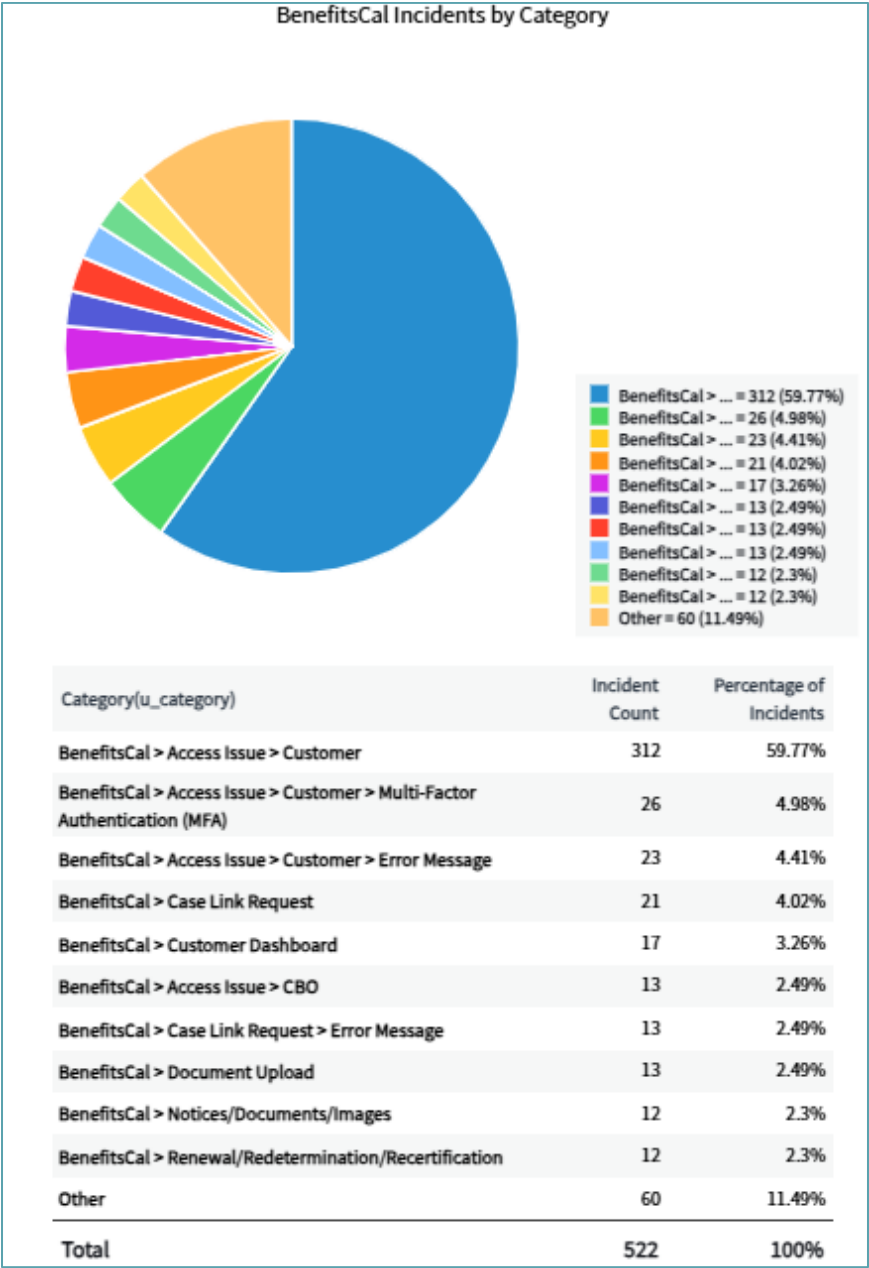


Figure 4.1.2-4.1.18 BenefitsCal ServiceNow Incidents Created by Category

Note: The pie chart above represents Incidents by Category created within the past two (2) months. The 60 listed as Other are for selected categories that had less than 2 percent (2%) 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	08/06/2025	External – Calabrio
408	CalSAWS Home Page Display Issue	12/24/2025	Infra – Middleware
416	Production Jira accessible without VPN	04/07/2026	Infra – Tech Team
417	Lobby Kiosks Not Printing	04/14/2026	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	3
Infra Contact Center	16
Infra DBA	2
Infra ForgeRock	2
Infra GenAI	1
Infra Imaging	6
Infra Middleware	1
Infra ServiceNow	14
Infra Tech Arch	1
Infra Tech Support	1
Infra Tools	1
Total	55

Table 4.2-2: Infrastructure Production Defects

JIRA ID	CREATED	INFRASTRUCTURE TEAM	DESCRIPTION	STATUS
CA-300631	05/01/2026	Infra Contact Center	Update lambda names in eCCP_backend serverless file	In Development
CA-300555	04/29/2026	Infra Contact Center	Two RPA lambdas run time upgrade	Assigned
CA-300549	04/29/2026	Infra Tech Arch	Extension of CODE_DETL cache	In Assembly Test
CA-300456	04/27/2026	Infra Contact Center	Amazon Connect eCCP not timing out a 2nd time	Assigned
CA-300455	04/27/2026	Infra Contact Center	EXTERNAL AGENCY – AWS – "Tags" filter gone from Login Logout Report	New
CA-300344	04/23/2026	Infra Cloud Ops	Production Batch servers #2-8 did not come up on 4/23/2026	System Test
CA-300324	04/23/2026	Infra Contact Center	Ventura County welcome bot routing for MediCal Combo cases not routing to MediCal Queue	In Development
NOW-1497	04/23/2026	Infra ServiceNow	Defect: Resource Change Form subtask assignment	To Do
NOW-1496	04/23/2026	Infra ServiceNow	Defect: Duplicate Roll on task-provision calsaws id	To Do
CA-300261	04/22/2026	Infra Imaging	Imaging – Document Capture Report not generating for 04/21/2026	New
CA-300165	04/20/2026	Infra GenAI	Call Summarization – Delayed Summary Availability on Transfers	Assigned
CA-300104	04/17/2026	Infra Contact Center	eCCP – Contact History Search populating all calls	Assigned
CA-300075	04/17/2026	Infra Contact Center	eCCP – Removal of caller phone number search on Caller Profile	In Development
CA-300027	04/16/2026	Infra Contact Center	java8 upgrade on contactcenter-outbound account	Assigned
GAGR-991	04/15/2026	Client Correspondence	Return envelopes with the address window on the wrong side for centrally mailed Form(s)	Assigned
CA-299836	04/13/2026	Infra Contact Center	LA-Calls on hold are not activating mute button	Assigned
CA-299707	04/9/2026	Infra Imaging	External Agency – Some documents with barcodes are not getting classified correctly in OCR	New

JIRA ID	CREATED	INFRASTRUCTURE TEAM	DESCRIPTION	STATUS
NOW-1493	04/08/2026	Infra ServiceNow	Prevent the RITM from getting closed if there are open associated SCTASKs	Testing
NOW-1490	04/06/2026	Infra ServiceNow	Query_range tuning (cont.) -> POAM table	To Do
NOW-1489	04/06/2026	Infra ServiceNow	Performance Analytics visibility defect (breakdown related?)	Documenting
CA-299429	04/03/2026	Infra DBA	Long running AN_QLIK_EX_SAR_CURRENT_ST AT job	New
NOW-1487	03/31/2026	Infra ServiceNow	ServicePortal invalid link in widget to all requests	In Development
NOW-1484	03/23/2026	Infra ServiceNow	Roll on/Roll off messaging still includes Accenture PMO	Done
CA-298844	03/20/2026	Infra Contact Center	San Bernardino – WelcomeBot report showing negative number for abandoned	In Development
GAGR-970	03/13/2026	Client Correspondence	Orange 001 B NOA cannot be manually triggered	New
GAGR-969	03/12/2026	Client Correspondence	Consortia data synch to CalSAWS issue for Shasta County	New
GAGR-968	03/12/2026	Client Correspondence	Consortia data synch to CalSAWS issue for SBD County	New
GAGR-967	03/12/2026	Client Correspondence	New County Consortia document requires cleanup of eff_bgn_dt on IP related tables	New
NOW-1474	02/25/2026	Infra ServiceNow	Incidents on hold without hold reason (System should prevent)	Documenting
CA-297958	02/19/2026	Infra Cloud Ops	FIS (Food and cash) Files were completed late on 02/18	Assigned
CA-297536	02/05/2026	Infra Imaging	External Agency – Modify Pre-BW routing to convert PNG and GIF files	In Development
CA-297406	01/30/2026	Infra Cloud Ops	Make the SCATL call through intranet as the current call goes through Internet via APIGateway	New
NOW-1465	01/28/2026	Infra ServiceNow	AWS SSO request template is broken (RITM0101847)	In Progress
NOW-1464	01/28/2026	Infra ServiceNow	ServiceNow Functionality Issues (RITM0101260)	Closed

JIRA ID	CREATED	INFRASTRUCTURE TEAM	DESCRIPTION	STATUS
GAGR-944	01/27/2026	Client Correspondence	Fix SCL CC Master Database Report (part 3)	In Development
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	12/09/2025	Infra Middleware	Deloitte Batch Ops not able to Import Topics in Confluent	New
GAGR-920	12/09/2025	Client Correspondence	Fix SCL CC Master Database Report (part 2)	Test Complete
CA-296329	12/08/2025	Infra Imaging	External Agency – Image merged/corrupted from BenefitsCal	New
CA-295646	11/06/2025	Infra Imaging	Task service throwing error "ORA-12899: value too large for column"	Assigned
CA-295543	11/03/2025	Infra Tools	JRASERVER-78485: Text Visibility issue in Quick Search bar	New
CA-295541	11/03/2025	Infra Contact Center	Agent Daily Statistics Not Populating in ECCP Agent Management Tab	Assigned
CA-295509	10/30/2025	Infra Contact Center	Occasional error adding RPA journal entries	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	10/08/2025	Infra ServiceNow	POA&M ACLs / List Edit lock down	To Do
CA-293582	08/11/2025	Infra DBA	Analytics failures and long running jobs in production	Assigned
CA-293487	08/06/2025	Infra Contact Center	External Agency – Calabrio screen capture delayed processing	Assigned
NOW-1433	08/01/2025	Infra ServiceNow	ENV access request: verbiage removal	Done
CA-291952	06/12/2025	Infra Contact Center	External Agency – Transferred call data is not matching between eGain and AWS	Reopened
NOW-1422	06/05/2025	Infra ServiceNow	PROD SLA malfunction	To Do
CA-288055	02/20/2025	Infra ForgeRock	ForgeRock Scheduled Cron Job to inactivate the users is not working as expected	Development Complete

JIRA ID	CREATED	INFRASTRUCTURE TEAM	DESCRIPTION	STATUS
CA-286673	01/10/2025	Infra Contact Center	External Agency – AWS – Duplicate Chat Received with Chat History	Assigned
CA-275214	03/08/2024	Infra ForgeRock	ForgeRock Delegated Admin Portal – BCAL Customers have MFA Field listed as Blank	In Development
CA-232534	08/23/2021	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
04/20/26	04/27/26	Qualys TA upgrade to v1.11.23 and EDR data ingestion expansion (network, registry, detection, antimalware, IOC) with license impact validation
04/20/26	04/21/26	Riverside County IOS Upgrade for County Cisco device from IOS current version 17.15.03 to 17.15.04d (Secondary Core & Access Devices)
04/20/26	04/21/26	STANDARD – Weekly creation Change and Security Updates – Monday (Apr. 20)
04/20/26	04/22/26	Riverside County IOS Upgrade for County Cisco device from IOS current version 17.15.03 to 17.15.04d (Secondary Core & Access Devices)
04/20/26	04/22/26	Riverside County IOS Upgrade for County Cisco device from IOS current version 17.15.03 to 17.15.04d (Secondary/Access Device)
04/20/26	04/21/26	Riverside County IOS Upgrade for County Cisco device from IOS current version 17.15.03 to 17.15.04d (Secondary/Access Device)
04/20/26	04/20/26	Standard Change: ForgeRock DEV DR Release 26.04.20
04/20/26	04/21/26	Sierra County IOS Upgrade for County Cisco device from IOS current version 17.15.03 to 17.15.04d (Primary)
04/20/26	04/21/26	Mariposa County IOS Upgrade for County Cisco device from IOS current version 17.15.03 to 17.15.04d (Core & Access Devices)
04/20/26	04/21/26	Imperial County IOS Upgrade for County Cisco device from IOS current version 17.15.03 to 17.15.04d (Primary Core & Access Devices)
04/20/26	04/20/26	Address SHA-1 and SSH vulnerabilities in Linux EC2 instances

DATE (S)		ACTIVITY DESCRIPTION
04/20/26	04/22/26	ECR: Increase Throughput for EBSs to 500 MiB/s
04/21/26	04/21/26	Standard Change: CalSAWS (Wordpress) Lower Environment Website Update
04/21/26	04/22/26	Merced County IOS Upgrade for County Cisco device from IOS current version 17.15.03 to 17.15.04d (Core & Access Devices)
04/21/26	04/21/26	STANDARD – Weekly Linux Environment Patching – Tuesday 18:30 – 21:00 (Apr. 21)
04/22/26	04/24/26	Riverside County IOS Upgrade for County Cisco device from IOS current version 17.15.03 to 17.15.04d (Secondary Device)
04/22/26	04/22/26	End of life UPS Replacement at 13001–Imperial, 2995 S 4Th St, El Centro, CA 92243
04/22/26	04/27/26	Add custom response header policy as part of the security defect CA-295784
04/22/26	04/24/26	Sacramento County IOS Upgrade for County Cisco device from IOS current version 17.12.5a to 17.15.04c (Primary)
04/22/26	04/23/26	Riverside County IOS Upgrade for County Cisco device from IOS current version 17.15.03 to 17.15.04d (Primary Device)
04/22/26	04/24/26	Upgrade Lambda Function Runtime to Nodejs 22.xx in Contact Center Nonproduction Shasta Account
04/22/26	04/25/26	Update IAM role "EC2_DB_NONPROD_NONPII" policy for DBMON secrets access in core app development
04/22/26	04/24/26	Trinity County IOS Upgrade for County Cisco device from IOS current version 17.12.05a to 17.15.04c (Primary)
04/22/26	04/24/26	San Bernardino County IOS Upgrade for County Cisco device from IOS current version 17.12.04 to 17.15.04d (Secondary)
04/22/26	04/24/26	Tehama County IOS Upgrade for County Cisco device from IOS current version 17.12.05a to 17.15.04c (Primary)
04/22/26	04/24/26	Inyo County IOS Upgrade for County Cisco device from IOS current version 17.12.5a to 17.15.04c (Primary)
04/22/26	04/30/26	NON-PROD: PT30 – Update Apache configuration to restrict cgi path access (/cgi-bin/) in all coreapp-staging environment
04/22/26	04/24/26	Kings County IOS Upgrade for County Cisco device from IOS current version 17.12.5a to 17.15.04c (Primary)
04/22/26	04/24/26	Lake County IOS Upgrade for County Cisco device from IOS current version 17.12.5a to 17.15.04c (Primary)
04/22/26	04/24/26	Lassen County IOS Upgrade for County Cisco device from IOS current version 17.12.5a to 17.15.04c (Primary)
04/22/26	04/24/26	Create Lambda for QuickSight embedded url generation
04/22/26	04/24/26	Calaveras Costa County IOS Upgrade for County Cisco device from IOS current version 17.12.05a to 17.15.04c (Primary)
04/22/26	04/23/26	Address IaC defect associated with CA-296279 (coreapp-development)
04/22/26	04/24/26	Update policy to IAM Role "iam-role-connect-cloudformation" to allow resource creation
04/22/26	04/24/26	Butte County IOS Upgrade for County Cisco device from IOS current version 17.12.05a to 17.15.04c (Primary)

DATE (S)		ACTIVITY DESCRIPTION
04/22/26	04/24/26	Decommission Unused Lambdas in Contact Center Nonproduction Account
04/22/26	04/24/26	Madera County IOS Upgrade for County Cisco device from IOS current version 17.12.5a to 17.15.04c (Primary)
04/22/26	04/24/26	San Joaquin County IOS Upgrade for County Cisco device from IOS current version 17.12.05a to 17.15.04c (Primary)
04/22/26	04/22/26	Inactivate the OCAT-UAT unused Key
04/22/26	04/23/26	Riverside County IOS Upgrade for County Cisco device from IOS current version 17.15.03 to 17.15.04d (Primary Devices)
04/22/26	04/23/26	Imperial County IOS Upgrade for County Cisco device from IOS current version 17.12.04 to 17.15.04d (Secondary)
04/22/26	04/24/26	CloudCheckr Finding Remediation – Enable EBS Volumes Encryption Upon Creation in databricks-staging and databricks-production AWS accounts
04/22/26	04/24/26	Move IAM Users to Group in OracleDBInfra (#805455449478)
04/22/26	04/24/26	Update the authorizer to the following API Gateway "calsaws-eccp-restapi-cc1" in Nonprod Orange County
04/22/26	04/24/26	Whitelist 'login.oci.oraclecloud.com' for offshore DBA workspaces
04/22/26	04/24/26	Removed unused Security Groups application-development (flagged for No Resources)
04/22/26	04/24/26	Upgrade Lambda Function Runtime to Python 3.13 in Contact Center Nonproduction Account
04/22/26	04/24/26	San Diego County IOS Upgrade for County Cisco device from IOS current version 17.12.05a to 17.15.04c (Primary)
04/22/26	04/30/26	Update httpd.conf to fix security defects in all coreapp-staging environment
04/22/26	04/24/26	San Luis Obispo County IOS Upgrade for County Cisco device from IOS current version 17.12.05a to 17.15.04c (Primary)
04/22/26	04/22/26	STANDARD – Weekly Linux Environment Patching – Wednesday 18:30 – 22:30 (Apr. 22)
04/22/26	04/22/26	CalSAWS Priority Release 26.04.22
04/22/26	04/29/26	Upgrade Lambda Function Runtime to Python 3.13 in Contact Center Training Account
04/22/26	04/24/26	Removed unused Security Groups coreapp-production (flagged for No Resources)
04/22/26	04/23/26	Address drift in DR Region for Coreapp-Prod related to DR SCATL
04/22/26	04/23/26	Update Splunk Universal Forwarder in Equinix SV-1 ProLiant physical Linux server
04/22/26	04/22/26	Per CiS control id 8550 missing SNMP traps on Cisco Nexus switches in LA3 and SV1
04/22/26	04/24/26	Enable access to registry.yarnpkg.com for offshore team.
04/22/26	04/24/26	Upgrade Lambda Function Runtime to Nodejs 22.xx in Contact Center Training LA Account
04/22/26	04/23/26	Create an App Registration to use Microsoft Graph (MgGraph) commands for interacting with Azure resources

DATE (S)		ACTIVITY DESCRIPTION
04/22/26	04/22/26	Update Web site cert (remotesupport.calsaws.org) in PROD
04/22/26	04/24/26	Update the instance type to m7i.xlarge for batperf2 and increase the disk size
04/22/26	04/24/26	Assign RPA email to RobotEC2 CloudWatch Alarm for contactcenter-production-sharedfunctions Account
04/22/26	04/23/26	Decommission of unused ALBs and TGs in Coreapp-Staging (339650810458)
04/22/26	04/24/26	Decommission Unused Lambdas in Contact Center Production Account
04/22/26	04/23/26	Decommission of unused ALBs and TGs in Coreapp-Prod in both the us-west-2 and us-east-1 region (851725240334)
04/22/26	04/24/26	Update policy to IAM Role "iam-role-connect-cloudformation" to allow resource creation
04/22/26	04/28/26	MySQL DB server access from Devoem1-RHEL8 server to OCAT Database servers – Non-Prod
04/22/26	04/25/26	Update IAM role "DBA-S3tools-access" policy for DBMON secrets access in coreapp-production-tools
04/22/26	04/24/26	Lambda runtime upgrade for n-1 compatibility – OCAT Prod environment
04/22/26	04/23/26	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.
04/22/26	04/28/26	Cloudcheckr compliance and best practices – IAM Access Keys rotation
04/23/26	04/29/26	Standard Change: ForgeRock Testing in SandBox Environment 26.04.23-26.04.29
04/23/26	04/23/26	Upgrade Delphix masking engine to apply hotfix built for HF-1574 the bug is DLPX-96796 as per Support Case# 01525483
04/23/26	04/24/26	San Bernardino County IOS Upgrade for County Cisco device from IOS current version 17.15.03 to 17.15.04d(Core and access switches)
04/23/26	04/23/26	Standard Change: CalSAWS (WordPress) Production Website Plugin Updates
04/23/26	04/23/26	STANDARD – Weekly Linux Environment Patching – Thursday 18:30 – 20:30 (Apr. 23)
04/23/26	04/23/26	CalSAWS Priority Release 26.04.23
04/23/26	04/24/26	IAM user key rotation for OCAT – prod
04/23/26	04/23/26	Per CiS control id 4414 recommendation, disable source route
04/23/26	04/27/26	Remediation of Cisco IOS XE SCP DoS vulnerability to prevent unauthorized exploitation that could cause unexpected device reloads – QID-317822
04/23/26	04/24/26	Update Splunk Universal Forwarder in Equinix LA-3 physical Linux server
04/23/26	04/24/26	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.
04/24/26	04/03/26	Windows Server Updates – April 2026

DATE (S)		ACTIVITY DESCRIPTION
04/24/26	04/30/26	ECR: Enable S3 replication from Return-Mail S3 bucket to STG2 Doc-Repo bucket
04/24/26	04/28/26	ECR: Add an outbound Rule to Security Group to allow connectivity to CDCR Partner
04/24/26	04/30/26	ECR: Enable S3 replication from Return-Mail S3 bucket to AT2 Doc-Repo bucket
04/24/26	04/24/26	STANDARD – Weekly Linux Environment Patching – Friday 18:30 –22:30 (Apr. 24)
04/24/26	04/24/26	CalSAWS Priority Release 26.04.24
04/24/26	04/25/26	Security Production Release 26.04.24
04/25/26	04/29/26	ECR: PROD: Cleanup unused old Java folders (oracle client) and version installed Apex prod servers
04/25/26	04/25/26	coreapp-prod, coreapp-training, and coreapp-county: Upgrade Jenkins from 2.528.3 to 2.541.2 LTS
04/25/26	04/25/26	STANDARD – Weekly Linux Environment Patching – Saturday 13:30 – 22:30 (Apr. 25)
04/25/26	04/25/26	CalSAWS Priority Release 26.04.25
04/26/26	04/30/26	Windows Server Updates – April 2026
04/26/26	04/26/26	Upgrade Delphix virtualization engines to apply hotfix built for HF-1574 the bug is DLPX-96796 as per Support Case# 01525483
04/26/26	04/27/26	Upgrade Dynatrace OneAgent Version on Production Static Linux Servers
04/26/26	04/26/26	Update Dynatrace ActiveGate agent on Dynatrace-ActiveGate-PROD-1-RHEL9, Dynatrace-ActiveGate-PROD-2-RHEL9, Dynatrace-Synthetic-AG-DEV-1-RHEL to current version.
04/26/26	04/26/26	IOS Upgrade for GRWLC001 and GRWLC002 – 17.15.5
04/26/26	04/26/26	Security DR Production Release 26.04.26
04/26/26	04/26/26	Terminate ForgeRock PROD Non-Live Stack EC2 Instances
04/27/26	04/29/26	Merced County IOS Upgrade for County Cisco device from IOS current version 17.15.03 to 17.15.04d (Secondary Devices)
04/27/26	04/28/26	Riverside County IOS Upgrade for County Cisco device from IOS current version 17.15.03 to 17.15.04d (Primary Devices)
04/27/26	04/28/26	Imperial County IOS Upgrade for County Cisco device from IOS current version 17.15.03 to 17.15.04d (Primary Devices)
04/27/26	04/28/26	STANDARD – Weekly creation Change and Security Updates – Monday (Apr. 27)
04/27/26	04/29/26	Imperial County IOS Upgrade for County Cisco device from IOS current version 17.15.03 to 17.15.04d (Secondary Device)
04/27/26	04/28/26	Kern County IOS Upgrade for County Cisco device from IOS current version 17.15.03 to 17.15.04d (Core Devices)
04/27/26	04/27/26	CalSAWS Priority Release 26.04.27
04/28/26	04/30/26	Merced County IOS Upgrade for County Cisco device from IOS current version 17.15.03 to 17.15.04d (Primary Devices)
04/28/26	04/28/26	ECR: Delete unused SSH rules for OCAT non-prod

DATE (s)		ACTIVITY DESCRIPTION
04/28/26	04/28/26	ECR: Delete unused SSH rules for OCAT non-prod – UAT, Train, Staging
04/28/26	04/28/26	Standard Change: CalSAWS (Wordpress) Lower Environment Website Update
04/28/26	04/28/26	STANDARD – Weekly Linux Environment Patching – Tuesday 18:30 – 21:00 (Apr. 28)
04/28/26	04/28/26	ECR: Delete unused SSH rules for OCAT Prod and DR
04/29/26	04/29/26	Sacramento county Integration testing for site 38006
04/29/26	4/29/26	Decommission AMZ2_Patch1 in sandbox account
04/29/26	04/29/26	Upgrade AWS CLI version in coreapp-sandbox
04/29/26	4/29/26	Delete old volumes in coreapp-staging
04/29/26	05/01/26	Remediation of Snyk CA-300135 – Disable IMDSv1 and enable termination protection on Coreapp-Dev account
04/29/26	05/01/26	Remove unused security groups and associated rules for coreapp-development (#650244008899)
04/29/26	04/30/26	Merced County IOS Upgrade for County Cisco device from IOS current version 17.15.03 to 17.15.04d (Secondary Device)
04/29/26	04/30/26	Address IaC defect associated with CA-296259 (coreapp-county)
04/29/26	04/30/26	Qualys connector issue
04/29/26	05/01/26	IAC Code fix for Snyk Vulnerabilities "cc-genai_call_summary" associated with defect CA-296262 / CA-296260
04/29/26	05/01/26	Fix Snyk vulnerabilities associated with CA-300134 coreapp-staging
04/29/26	05/01/26	Fix Snyk vulnerabilities associated with CA-300134 coreapp-development
04/29/26	05/01/26	Update the Security Group and Memory Size to eCCP Lambda Function
04/29/26	05/01/26	Update policy for IAM User "Calabrio_WFM_External " in Contact Center Nonproduction Accounts
04/29/26	04/30/26	Upgrade AWS CLI version in coreapp-development
04/29/26	05/01/26	Add rule for MySQL port to databricks security group in databricks-development (#347573372292)
04/29/26	05/01/26	Update the Principal Id to API Gateway "calsaws-eccp-restapi-cc1" in nonproduction accounts
04/29/26	04/29/26	Delete old volumes in coreapp-development
04/29/26	04/29/26	STANDARD – Weekly Linux Environment Patching – Wednesday 18:30 – 22:30 (Apr. 29)
04/29/26	05/01/26	coreapp-development lambda function update to runtime nodejs22.x
04/29/26	04/29/26	CalSAWS Priority Release 26.04.29
04/29/26	04/30/26	Address IaC defect associated with CA-300060/CA-300062 (coreapp-prod)
04/29/26	05/01/26	Upgrade Lambda Function Runtime to Python 3.13 in Contact Center Production Account
04/29/26	04/30/26	Address IaC defect associated with CA-296279 (coreapp-staging)
04/29/26	04/30/26	Address IaC defect associated with CA-296279 (coreapp-prod)

DATE (s)		ACTIVITY DESCRIPTION
04/29/26	05/01/26	PostgreSQL and MySQL DB server access from Devoem1-RHEL8 server to OCAT Database servers – Prod
04/29/26	04/29/26	Decommission log archive cloudtrail setup
04/29/26	04/30/26	whitelist Client ID for application scope DSSUPLOAD_27 27 to all FDS API's in County Account
04/29/26	04/29/26	Decommission AL2 Base AML instance.
04/29/26	05/01/26	Create missing secrets for caresstg7
04/29/26	04/29/26	Per CiS control id 8550 missing SNMP string on Cisco Nexus switches in LA3 and SV1
04/29/26	04/30/26	Friendly url testing for databricks-development workspace UI
04/29/26	05/01/26	Configure redirection of port 80 and 9090 to point to 443 for the Checklist ALB in coreapp-staging (339650810458)
04/29/26	04/30/26	whitelist Client ID for application scope DSSUPLOAD_27 27 to all FDS API's in Prod ENV (coreapp-prod #851725240334)
04/30/26	04/30/26	Delete old volumes in coreapp-training.
04/30/26	04/30/26	Standard Change: ForgeRock Staging Environment Build 26.04.30
04/30/26	04/30/26	Remediate 'Allowed Null Session' Finding identified by Qualys on Managed Workstations for all managed Counties.
04/30/26	04/30/26	Standard Change: CalSAWS (WordPress) Production Website Plugin Updates
04/30/26	04/30/26	Related to CHG0058461 and RITM0108481, this change makes edits to "Workstation Hardening Baseline" outlined in "Justification"
04/30/26	04/30/26	Standard Change: ForgeRock AT Release 26.04.30
04/30/26	04/30/26	STANDARD – Weekly Linux Environment Patching – Thursday 18:30 – 20:30 (Apr. 30)
04/30/26	04/30/26	CalSAWS Priority Release 26.04.30
04/30/26	05/01/26	Address IaC defect associated with CA-296251 (coreapp-prod)
04/30/26	04/30/26	Per CIS control id 4427 recommendation, disabling proxy arp on switch interfaces.
05/01/26	05/01/26	Standard Change: ForgeRock AT DR Release 26.05.01
05/01/26	05/01/26	ECR: Decommission unused VPC and resources in OCAT-Train (#291297119489)
05/01/26	05/01/26	ECR: Apply Immediate mitigation solution for CVE-2026-31431
05/01/26	05/03/26	Upgrade AWS CLI version in coreapp-development
05/01/26	05/01/26	User Account Control Security Setting
05/01/26	05/01/26	Standard Change: ForgeRock Dev Release 26.05.01
05/01/26	05/01/26	STANDARD – Weekly Linux Environment Patching – Friday 18:30 –22:30 (May 1)
05/01/26	05/01/26	ECR: ForgeRock non-Prod-AT DR/Dev DR: Fix for CVE-2026-31431 (Critical Vuls)
05/01/26	05/01/26	CalSAWS Priority Release 26.05.01
05/01/26	05/01/26	Delete old volumes in coreapp-prod

DATE (S)		ACTIVITY DESCRIPTION
05/01/26	05/01/26	Delete old volumes in coreapp-county
05/01/26	05/01/26	ECR: Apply Immediate mitigation solution for CVE-2026-31431
05/01/26	05/03/26	Update httpd.conf to fix security defects in all coreapp-training, coreapp-county environment
05/01/26	05/03/26	PT30 – Update Apache configuration to restrict cgi path access (/cgi-bin/) in all coreapp-training and coreapp-county environment
05/02/26	05/02/26	STANDARD – Weekly Linux Environment Patching – Saturday 13:30 – 22:30 (May 2)
05/02/26	05/03/26	ECR: ForgeRock Prod/ Prod DR: Fix for CVE-2026-31431 (Critical Vuls)
05/03/26	05/03/26	Rotate administrative credentials Delphix Masking and Virtualization Engine
05/03/26	05/03/26	ECR: Security DR Production Release: Fix for CVE-2026-31431 (Critical Vuls)
05/03/26	05/03/26	ECR: Apply Immediate mitigation solution for CVE-2026-31431 to Prod and DR RHEL8 servers

Table 4.3.1-2: CalSAWS Upcoming Maintenance

DATE (S)		ACTIVITY DESCRIPTION
05/04/26	05/06/26	Amador County IOS Upgrade for County Cisco device from IOS current version 17.15.03 to 17.15.05 (Primary Devices)
05/04/26	05/06/26	Modoc County IOS Upgrade for County Cisco device from IOS current version 17.15.03 to 17.15.05 (Primary Device)
05/04/26	05/06/26	Stanislaus County IOS Upgrade for County Cisco device from IOS current version 17.15.03 to 17.15.05 (Primary Device)
05/04/26	05/05/26	Stanislaus County IOS Upgrade for County Cisco device from IOS current version 17.15.03 to 17.15.05 (Secondary Device)
05/04/26	05/06/26	Siskiyou County IOS Upgrade for County Cisco device from IOS current version 17.15.03 to 17.15.05 (Primary Device)
05/04/26	05/05/26	Siskiyou County IOS Upgrade for County Cisco device from IOS current version 17.15.03 to 17.15.05 (Primary Device)
05/04/26	05/05/26	San Benito County IOS Upgrade for County Cisco device from IOS current version 17.15.03 to 17.15.05 (Primary Devices)
05/04/26	05/06/26	Yuba County IOS Upgrade for County Cisco device from IOS current version 17.15.03 to 17.15.05 (Primary Devices)
05/04/26	05/05/26	STANDARD – Weekly creation Change and Security Updates – Monday (May 4)
05/04/26	05/06/26	Alpine County IOS Upgrade for County Cisco device from IOS current version 17.15.03 to 17.15.05 (Primary Devices)
05/04/26	05/04/26	Standard Change: ForgeRock DEV DR Release 26.05.04
05/04/26	05/05/26	Upgrade AWS CLI version in oreapp-county
05/04/26	05/05/26	Remove unused security groups and associated rules for coreapp-county (#730335359990)
05/04/26	05/07/26	Remove unused security groups and associated rules for coreapp-staging (#339650810458)

DATE (S)		ACTIVITY DESCRIPTION
05/04/26	05/05/26	Remove unused security groups and associated rules for coreapp-training (#058264522586)
05/04/26	05/05/26	Disable Deprecated SSH Ciphers on County Network Devices – QID-38913
05/04/26	05/08/26	Upgrade runtime of application monitoring canaries in CloudWatch – GAGR UAT
05/05/26	05/07/26	Mono County IOS Upgrade for County Cisco device from IOS current version 17.15.03 to 17.15.05 (Primary Device)
05/05/26	05/07/26	Sutter County IOS Upgrade for County Cisco device from IOS current version 17.15.03 to 17.15.05 (Primary Devices)
05/05/26	05/05/26	Standard Change: CalSAWS (Wordpress) Lower Environment Website Update
05/05/26	05/05/26	STANDARD – Weekly Linux Environment Patching – Tuesday 18:30 – 21:00 (May 5)
05/06/26	05/07/26	Colusa County IOS Upgrade for County Cisco device from IOS current version 17.15.03 to 17.15.05 (Secondary Device)
05/06/26	05/08/26	Plumas County IOS Upgrade for County Cisco device from IOS current version 17.15.03 to 17.15.05 (Primary Device)
05/06/26	05/07/26	Plumas County IOS Upgrade for County Cisco device from IOS current version 17.15.03 to 17.15.05 (Secondary Device)
05/06/26	05/08/26	Colusa County IOS Upgrade for County Cisco device from IOS current version 17.15.03 to 17.15.05 (Primary Device)
05/06/26	05/07/26	Upgrade AWS CLI version in coreapp-training
05/06/26	05/07/26	Upgrade AWS CLI version in coreapp-staging
05/06/26	05/06/26	ATT 500M circuit handoff (hot cut) at Site 13005
05/06/26	05/08/26	April 2026 Oracle RU 19.31.0.0 .0 DB patching on coreapp-sandbox account databases
05/06/26	05/08/26	San Bernardino County IOS Upgrade for County Cisco device from IOS current version 17.15.03 to 17.15.05 (Secondary Devices)
05/06/26	05/07/26	Delete unused SMTP IAM user – GAGR Dev/Test
05/06/26	05/08/26	IAC code fix for Snyk vulnerabilities associated with CA-298736 in Coreapp-staging
05/06/26	05/06/26	Remediation of Snyk CA-300135 – Disable IMDSv1 and enable termination protection on Coreapp-Training account
05/06/26	05/06/26	Remediation of Snyk CA-300135 – Disable IMDSv1 and enable termination protection on Coreapp-Staging account
05/06/26	05/08/26	Whitelist testviz and devnprint URLs for offshore workspaces
05/06/26	05/08/26	Decommission lambda functions which are no longer in use from coreapp-staging
05/06/26	05/08/26	Decommission of unused lambda function in application-development Account.
05/06/26	05/08/26	IAC code fix for Snyk vulnerabilities associated with CA-298736 in Coreapp Development
05/06/26	05/08/26	Lambda function upgrade to runtime python3.13 in terraformcloud-mgmtsandbox Account
05/06/26	05/07/26	Whitelist BenefitsCal Bitbucket and JIRA for offshore workspaces (workspaces-development-offshore)

DATE (S)		ACTIVITY DESCRIPTION
05/06/26	05/08/26	Upgrade Lambda Function Runtime to Python 3.13 in Shared functions Non Production Account
05/06/26	05/08/26	Decommission Unused Lambdas in contact center development account
05/06/26	05/08/26	NON-PROD: Update infrastructure setup for automation of the Calabrio access key rotation process in all Contactcenter-nonproduction accounts
05/06/26	05/06/26	Enable background updates for Microsoft Store Apps and Drivers on Managed County Workstations
05/06/26	05/08/26	Delete CloudWatch alarms in Analytics-Production-Fresno Account for Batperf2 RDS Cluster (analytics-production-fresno)
05/06/26	05/06/26	End of life UPS Replacement at 36061-San Bernardino, 10825 Arrow Route Rancho Cucamonga, CA 91730 US
05/06/26	05/08/26	Update the Principal Id to API Gateway "calsaws-eccp-restapi-cc1" in training accounts
05/06/26	05/07/26	Creation of inline policy to add to sendSMSMessage to allow KMS decryption
05/06/26	05/08/26	San Bernardino County IOS Upgrade for County Cisco device from IOS current version 17.15.03 to 17.15.05 (Secondary Device)
05/06/26	05/06/26	50M Frontier circuit install and Velocloud upgrade at Site 36031 – 265 E 4th St San Bernardino
05/06/26	05/08/26	IAC Code fix for Snyk Vulnerabilities "cc-genai_call_summary" associated with defect CA-296262
05/06/26	05/07/26	Apply the latest Linux patches to GAGR Dev-Test (May 6)
05/06/26	05/06/26	STANDARD – Weekly Linux Environment Patching – Wednesday 18:30 – 22:30 (May 6)
05/06/26	05/08/26	Update the Security Group and Memory Size to eCCP Lambda Function
05/06/26	05/08/26	Configure redirection of port 80 and 9090 to point to 443 for the Checklist ALB in coreapp-prod (851725240334)
05/06/26	05/06/26	ServiceNow Release 26.05.06
05/06/26	05/08/26	enable global clusters to us-east-1 for analytics prod qlik rds database
05/06/26	05/08/26	Create secrets for the PRBATCH_OPS user in PRREPO in coreapp-prod
05/06/26	05/08/26	Update the Principal Id to API Gateway "calsaws-eccp-restapi-prod" in production accounts
05/06/26	05/06/26	ServiceNow Release 26.05.06
05/06/26	05/07/26	Remediation of deprecated SHA-1 cryptographic settings for SSH on network devices. QID-38909
05/06/26	05/07/26	Decommission – AWSNETTEST001 (10.76.76.235)
05/06/26	05/08/26	Update policy to IAM User " Calabrio_WFM_External" to allow Firehose
05/07/26	05/07/26	F5 Big-IP – Update SSL profile chain to remove Root CA from TLS Handshake
05/07/26	05/08/26	Upgrade AWS CLI version in coreapp-staging
05/07/26	05/07/26	Standard Change: CalSAWS (WordPress) Production Website Plugin Updates
05/07/26	05/07/26	Standard Change: ForgeRock Staging Environment Build 26.05.07

DATE (S)		ACTIVITY DESCRIPTION
05/07/26	05/08/26	San Bernardino County IOS Upgrade for County Cisco device from IOS current version 17.15.03 to 17.15.05 (Core and access)
05/07/26	05/07/26	Standard Change: ForgeRock AT Release 26.05.07
05/07/26	05/07/26	Link existing LAPS GPO to OUs with server accounts in AD
05/07/26	05/08/26	Apply the latest Linux patches to GAGR Perf – May 7
05/07/26	05/07/26	STANDARD – Weekly Linux Environment Patching – Thursday 18:30 – 20:30 (May 7)
05/07/26	05/08/26	Change cTR2-Online01C1-RHEL8 instance from r4.large to r6i.large
05/07/26	05/07/26	Per CiS control id 17884 recommendation, adding vty access-list
05/07/26	05/07/26	Add SNMP user credentials site 38006 switches
05/08/26	05/08/26	Standard Change: ForgeRock AT DR Release 26.05.08
05/08/26	05/08/26	Standard Change: ForgeRock Dev Release 26.05.08
05/08/26	05/09/26	Apply the latest Linux patches to GAGR UAT/TRN – May 8
05/08/26	05/08/26	STANDARD – Weekly Linux Environment Patching – Friday 18:30 – 22:30 (May 8)
05/08/26	05/10/26	April 2026 Oracle DB RU 19.31.0.0 .0 patching on Development and Assembly Test databases
05/08/26	05/09/26	Remediation of Snyk CA 300135 – Disable IMDSv1 and enable termination protection on Coreapp-Prod account
05/08/26	05/08/26	Monthly Equinix LA-3 OS patching – May (5/8)
05/09/26	05/09/26	ServiceNow [CSM-Training] Family EOL Upgrade: Install Zurich Patch 4 Hot Fix 3 on SNC Instance – calsastraining
05/09/26	05/09/26	ServiceNow [CSM-Test] Family EOL Upgrade: Install Zurich Patch 4 Hot Fix 3 on SNC Instance – calsastrtest
05/09/26	05/09/26	ServiceNow [CSM-DEV] Family EOL Upgrade: Install Zurich Patch 4 Hot Fix 3 on SNC Instance – calsastrdev
05/09/26	05/09/26	STANDARD – Weekly Linux Environment Patching – Saturday 13:30 – 22:30 (May 9)
05/09/26	05/10/26	Monthly Production Database Linux OS Patching – May
05/10/26	05/10/26	Add new CIPHER rules to support database connection from Oracle 26ai to Oracle 19c database in coreapp-prod ADHOCDB database
05/10/26	05/10/26	PROD – Quarterly MISC May DB creation and deletion of old RDS instances – May 2026
05/10/26	05/10/26	Upgrade PaloAlto Firewall and Panorama OS for Partner Connected Services
05/10/26	05/10/26	Apply the latest Linux patches to GAGR PROD/DR – May 10
05/10/26	05/10/26	Monthly Instance refresh for AutoScale SMTP – May (5/10)
05/10/26	05/10/26	Monthly Patching – cPROD-Confluent – May (5/10)
05/10/26	05/10/26	NTP servers ami refresh in shared services – May (5/10)
05/10/26	05/10/26	Monthly Equinix SV-1 OS patching – May (5/10)

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 26.05.01	05/01/2026
Priority Release 26.04.30	04/30/2026
Priority Release 26. 04.29	04/29/2026
Priority Release 26.04.27	04/27/2026
Priority Release 26.04.25	04/25/2026
Priority Release 26.04.24	04/24/2026
Priority Release 26.04.23	04/23/2026
Priority Release 26.04.22	04/22/2026

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					CalSAWS Core	BenefitsCal	Imaging	Contact Center	ADHOC / APEX	ForgeRock	CalHeers	OCAT	Central Print	Training Production	Communication Method	Communication Sent Date	
Reduced Availability																	
Available																	
Activity Description	Start Date	Start Time	End Date	End Time													
Training Production Maintenance	05/01/26	6:00 PM	05/03/26	6:00 PM											Broadcast Email	4/27/2026	
Adhoc Reporting Database Maintenance	05/10/26	12:00 PM	05/10/26	4:00 PM											CIT 0071-26	4/21/2026	
Production Maintenance	05/10/26	2:00 PM	05/10/26	8:30 PM											Broadcast Email	4/27/2026	
CalSAWS Release 26.05	05/17/26	6:00 AM	05/17/26	1:00 PM											CIT 0075-26	4/27/2026	
BenefitsCal Release 26.05.17	05/17/26	6:00 AM	05/17/26	8:00 AM											Broadcast Email	TBD	
Imaging (Hyland) Maintenance	05/22/26	10:00 PM	05/23/26	1:00 AM											Broadcast Email	TBD	
BenefitsCal Release 26.05.28	05/28/26	8:00 PM	05/28/26	9:30 PM											Broadcast Email	TBD	
ForgeRock Maintenance	05/29/26	10:00 PM	05/30/26	2:00 AM											CIT 00XX-26	TBD	
															Broadcast Email	TBD	

Figure 4.3.4: CalSAWS Production Planned Outages Calendar

Notes:

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

5 LOBBY MANAGEMENT

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

Table 5-1: Lobby Management Updates

COUNTY	UPDATES
Merced	RITM0103956 – Wardrobe Kiosk on the project network is currently under review with Network Teams. Communication requesting next steps from Merced County were sent on 04/29/26.
Shasta	Shasta submitted RITM01015598 to purchase printer brackets for the County Kiosk. Internal review has been completed. Ticket has been forwarded to CPMO.
Riverside	Riverside Intune effort has been completed.
San Benito	Kiosk printer brackets have been received awaiting Dispatch to complete Boca printer install.
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 two (2) monitors have been shipped to the vendor for servicing. Monitors are still undergoing service. No new update.
Riverside/Kern	Printer installs are ongoing. Several Riverside offices have had the new printer brackets installed. Effort will continue into the month of May.
San Luis Obispo	The Card Swipe for San Luis Obispo Kiosks will be lowered to meet the 48 inch height requirement.
All Counties	One (1) Kiosk per office will have the card swipe lowered. This is in response to the ADA citations received by county offices last year.

No updates: Alameda, Alpine, Amador, Butte, Calaveras, Colusa, Del Norte, El Dorado, Fresno, Glenn, Humboldt, Imperial, Inyo, Kern, Kings, Lake, Lassen, Los Angeles, Marin, Mendocino, Modoc, Mono, Monterey, Napa, Orange, Plumas, Sacramento, San Bernardino, San Diego, San Joaquin, Santa Barbara, Santa Cruz, Santa Clara, San Mateo Sierra, Sonoma, Solano, San Francisco, Stanislaus, Sutter, Tehama, Trinity, Tulare, Tuolumne, Ventura, Yolo, Yuba

6 GA/GR CORRESPONDENCE

The following are highlights for GA/GR Correspondence:

- The Shasta County GA/GR Automated Solution Opt-in (GAGR-753) county purchase order will be delivered with CalSAWS Release 26.05. Exstream correspondence System Testing is complete.

- 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 is complete. CPO development in progress.

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 activities 05/01 – 05/02.
- Software Asset Management (SAM)
 - SAM development activities are complete. Validation is complete. SAM documentation has been submitted for review by Consortium. Executing release activities 05/01 – 05/02.

7.2 Oracle Database@AWS Migration

- Continuing to execute daily Oracle Working sessions.
- Worked with Oracle to build a robust series of virtual database containers.
- Released Non-Prod Exadata environment to partner for validation.

7.3 Communications Portal

- Phase 1 Implementation complete.
- Project is evaluating Phase 2.

7.4 Analytics

- Databricks contact has been signed
- Obtained Power BI trial licenses
- Coordinated with M&E on Power BI environment requirements

- Stood up DEV environments

7.5 Contact Center Modernization Phase 1 – eGain Replacement

- Continuing to validate Historical Reports field definition in Quick Suite.
- Complete Real-Time Report Development.
- Complete System Test for Historical and Real-Time Reports **Due: 05/14.**

7.6 IAM Replacement

- Discovery workshop sessions with Okta engineers and CalSAWS stakeholders are finishing on the week of **05/04.**
- Team is working on design proposal and ARB documents to present it later this month.
- Working with BenefitsCal and M&E teams to align Okta adoption with release schedules.

7.7 Log of Open SCRs

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

Table 7.6-1: Other Open SCRs

JIRA ID	CREATED	INFRA TEAM	DESCRIPTION	STATUS
CA-300613	04/30/2026	Infra Contact Center	Ventura County Max Queue handling	New
CA-300611	04/30/2026	Infra Contact Center	LA DCFS – Update Operator message	New
CA-300610	04/30/2026	Infra Contact Center	Orange County – Max_Queue prompt in the Queue Transfer call flow	New
CA-300514	04/28/2026	Infra Tech Ops	Create Non-Production Confluent Environment and Cluster	New
CA-300470	04/27/2026	Infra Tech Ops	Upgrade Bitbucket from 9.4.12 to 10.2.2 LTS	Design in Progress
CA-300460	04/27/2026	Infra Tech Ops	Atlassian Jira upgrade from 10.3.10 to 11.3.4 LTS due to vulnerabilities in current version	Design in Progress
CA-300459	04/27/2026	Security	IAM Change/Design Assessment	New
CA-300342	04/23/2026	Infra Contact Center	County queue to have time range options for queue cap.	New
CA-300293	04/22/2026	Infra Contact Center	Add Civil Rights (PUB 13) Recording to Agent Quick Connect	New

JIRA ID	CREATED	INFRA TEAM	DESCRIPTION	STATUS
CA-300227	04/21/2026	Infra Contact Center	Santa Clara – Queue rename and IVR Updates	In Development
GAGR-997	04/17/2026	Client Correspondence	Update DB synch SQL to check only open dated records on data groups table	Test Complete
CA-299641	04/08/2026	Infra GenAI	Call summarization – Group 4B	New
CA-299640	04/08/2026	Infra GenAI	Call summarization – Group 4A	New
CA-299639	04/08/2026	Infra GenAI	Call summarization – Group 3C	New
CA-299638	04/08/2026	Infra GenAI	Call summarization – Group 3B	New
CA-299637	04/08/2026	Infra GenAI	Call summarization – Group 3A	New
CA-299636	04/08/2026	Infra GenAI	Call summarization – Group 2C	New
CA-299635	04/08/2026	Infra GenAI	Call summarization – Group 2B	New
CA-299634	04/08/2026	Infra GenAI	Call summarization – Group 2A	New
NOW-1492	04/06/2026	Infra ServiceNow	Request to update roll-off field	Done
CA-299426	04/03/2026	Infra GenAI	Call summarization – Group 1D	New
CA-299251	03/31/2026	Infra Cloud Ops	Upgrade EMR version	Design in Progress
CA-299210	03/30/2026	Infra Contact Center	Apply CTCR for all County Support for GenAI Call Logs	New
GAGR-976	03/27/2026	Client Correspondence	Gainwell QA regression test of the GA/GR Automated Solution for Release 26.05	Test Complete
CA-298920	03/24/2026	Infra Contact Center	Update Contact Center MySQL Database versions	Pending Approval
CA-298878	03/23/2026	Infra Imaging	County Generated Imaging Audits for C92 (All County Statewide Access) Users (Including Child Support Statewide Users)	New
NOW-1483	03/23/2026	Infra ServiceNow	Update Standard Change template	Testing
NOW-1482	03/19/2026	Infra ServiceNow	AWS + ENV access request roster integration	Documenting
NOW-1480	03/17/2026	Infra ServiceNow	Update Incident Notification to exclude work notes text in the email.	Done

JIRA ID	CREATED	INFRA TEAM	DESCRIPTION	STATUS
GAGR-971	03/17/2026	Client Correspondence	Shasta County Exstream User Licenses	New
NOW-1479	03/16/2026	Infra ServiceNow	ServiceNow [CSM-PROD] Family EOL Upgrade: Install Zurich Patch 4 Hot Fix 3 on SNC Instance – CalSAWS PROD	To Do
NOW-1478	03/16/2026	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	03/13/2026	Infra Contact Center	CSC Report for IVR EPA PIN user calls received each month	New
CA-298687	03/13/2026	Infra Contact Center	Solano– update IVR – Medical and CF service menu	Pending Approval
GAGR-966	03/12/2026	Client Correspondence	Data Sync process cannot handle more than 900 rows in a single run	Design in Progress
GAGR-964	03/10/2026	Client Correspondence	San Francisco Automate Denials for no-show appointment	Design in Progress
GAGR-962	03/06/2026	Client Correspondence	Updates to the GA-94-15H / request to move to test	New
GAGR-956	03/06/2026	Client Correspondence	End date Form SC 300G	Design in Progress
CA-298435	03/05/2026	Infra Tech Ops	Upgrade IIR from version 10.2 to 10.5 HF1 to implement HA	Design in Progress
CA-298426	03/05/2026	Infra Tools	Jira Update to Support Initiative Request (IR) Process	New
CA-298425	03/05/2026	Infra Contact Center	Placeholder: Napa County Contact Center Implementation	New
CA-298395	03/04/2026	Infra Imaging	Add MC Work Requirement Documents to Imaging	Pending Approval
CA-298301	03/02/2026	Infra Contact Center	Cron job time update for daylight savings – March 2027	New
CA-298300	03/02/2026	Infra Contact Center	Cron job time update for daylight savings – Nov 2026	New
GAGR-955	02/27/2026	Client Correspondence	New CalSAWS Appointment Type – Telephone GA/GR RE Interview	In Development

JIRA ID	CREATED	INFRA TEAM	DESCRIPTION	STATUS
CA-298246	02/27/2026	Infra Contact Center	LA-Enhance IVR case Self-Service menu	New
CA-298092	02/23/2026	Security	Implement Malware/Virus Protection for Files uploaded into S3 bucket	New
CA-298089	02/23/2026	Infra Central Print	Return Mail Updates for Address Auto-Update	Test Complete
CA-298070	02/23/2026	Infra Tech Ops	GAGR – Frontend Angular version upgrade to ng17 from ng16	Design in Progress
CA-298038	02/20/2026	Infra Tech Ops	Upgrade SonarQube to vTBD	New
CA-298037	02/20/2026	Infra Dev Ops	Upgrade Terraform from v1.5.7 to v1.14.4	Ready for Committee
CA-298002	02/19/2026	Infra GenAI	Call summarization – Group 1C	New
CA-298001	02/19/2026	Infra GenAI	Call summarization – Group 1B	New
CA-298000	02/19/2026	Infra GenAI	Call summarization – Group 1A	New
CA-297998	02/19/2026	Infra Contact Center	eGain replacement and Reports unification	In Development
CA-297983	02/19/2026	Infra Central Print	Update Return Mail to indicate auto-updated addresses	New
CA-297981	02/19/2026	Infra Imaging	Update the Imaging Solution to Hyland Titan	New
NOW-1472	02/19/2026	Infra ServiceNow	Explore Catalog Builder	READY
CA-297912	02/18/2026	Infra Tech Ops	FCED Production Simulation Environment Set Up and Support	Design in Progress
CA-297802	02/13/2026	Infra Contact Center	Welcome Bot Smart Routing – Update Intent & Program Recognition Implementation Wave 2 – Sacramento, Placer, Yolo & Solano	Design in Progress
CA-297767	02/12/2026	Infra Contact Center	Welcome Bot Smart Routing – Update Intent & Program Recognition CSC Counties Implementation Wave 6 – Contra Costa, San Deigo & Ventura	New
CA-297766	02/12/2026	Infra Contact Center	Welcome Bot Smart Routing – Update Intent & Program Recognition CSC Counties Implementation wave 5 –	New

JIRA ID	CREATED	INFRA TEAM	DESCRIPTION	STATUS
			Sutter, Butte, Yuba & Stanislaus	
CA-297765	02/12/2026	Infra Contact Center	Welcome Bot Smart Routing – Update Intent & Program Recognition CSC Counties Implementation-wave 4 – San Bernardino, Kings, Monterey & Orange	New
CA-297764	02/12/2026	Infra Contact Center	Welcome Bot Smart Routing – Update Intent & Program Recognition Implementation-Wave 3 – San Francisco, Fresno, Tulare, Kern	New
CA-297701	02/11/2026	Infra Central Print	Return Mail Imaging Report	New
NOW-1467	02/06/2026	Infra ServiceNow	C92 Account Access changes	In Progress
GAGR-946	02/02/2026	Client Correspondence	Update Exstream RC XAS889 status reason to align with RC text	New
CA-297398	01/30/2026	Infra DBA	Support GW Change – Object re-organization (REORG) in CalSAWS Oracle databases – Phase 2	New
CA-297196	01/22/2026	Infra Contact Center	Create Ability to Purge Queued Calls in CalSAWS Contact Center (Emergency Closure)	New
CA-297193	01/22/2026	Infra Contact Center	Add Language Selection for Outbound Calls From CSC	New
GAGR-939	01/15/2026	Client Correspondence	Contra Costa GA RE packet automation and send via Gainwell Central Print	New
GAGR-937	01/14/2026	Client Correspondence	IP request – Update F063-08-67 GRWP CFET Participation Agreement	New
GAGR-936	01/14/2026	Client Correspondence	IP request – Update GRWP Job Search Report F063-08-71A (R04/15)	In Development
GAGR-935	01/14/2026	Client Correspondence	Marin County Opt-In GAGR Client Correspondence Service	New
CA-296933	01/07/2026	Infra Contact Center	Call me/web chat integration refactoring	New
CA-296928	01/07/2026	Infra Contact Center	Welcome Bot Smart Routing – Update Intent & Program Recognition	System Test

JIRA ID	CREATED	INFRA TEAM	DESCRIPTION	STATUS
			Implementation-Wave 1 San Luis Obispo, Shasta	
CA-296926	01/07/2026	Infra Contact Center	Welcome Bot Smart Routing – Update Intent & Program Recognition Implementation Pilot- Humboldt County	Test Complete
CA-296782	12/29/2025	Infra Tech Ops	Create New Environment for CalSAWS/CalHEERS Integration Testing	System Test
CA-296733	12/23/2025	Infra Contact Center	Documentation update – eCCP Call Status Banner	Design in Progress
NOW-1462	12/23/2025	Infra ServiceNow	New Case Level Dispatch SLA's	To Do
CA-296504	12/15/2025	Infra Cloud 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	12/05/2025	Infra Imaging	Enhance the handling of BenefitsCal document uploads to link to a case based on the form name	New
CA-296141	12/02/2025	Infra Contact Center	Santa Clara Contact Center – Turn on Post Call Survey Functionality	Approved
GAGR-916	12/01/2025	Client Correspondence	Change SDG GA Denial for Ineligible Spouse to Individual Level for Cloned Copy of CCS XAS909 GA Denial 119 1	Test Complete
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	Approved
CA-295731	11/12/2025	Infra Tech Ops	Upgrade Kafka and Schema Registry clients to supported Confluent v7.8.4	In Development
CA-295539	11/3/2025	Infra Contact Center	RPA processing logic analysis and logic update	Pending Approval

JIRA ID	CREATED	INFRA TEAM	DESCRIPTION	STATUS
NOW-1456	10/31/2025	Infra ServiceNow	Cannot find/recover draft created in ServiceNow	Done
NOW-1451	10/7/2025	Infra ServiceNow	Allow Cross scope privilege from 'AWS Service Management Connector' app to "sc_cat_item_category" table	Documenting
NOW-1450	10/3/2025	Infra ServiceNow	new AWS Change Request type	Documenting
CA-294693	09/25/2025	Infra Contact Center	Enhance Existing Consortium Informational Message in IVR	New
CA-294588	09/19/2025	Consortium	Communication Portal – Multi-Phase Modernization	New
CA-294513	09/16/2025	Infra Imaging	County Purchase – Alameda – Move Person Images for Confidential FC/AAP/KG Cases	In Development
NOW-1443	09/04/2025	Infra ServiceNow	New Catalog Item and Workflow – Project Maintenance	Pending for Validation
CA-294234	09/04/2025	Infra Contact Center	Add Ability to Update Future Agent Activity Status for Chat Agents in eCCP	Pending Approval
CA-294232	09/04/2025	Infra Contact Center	Add Customer Phone Number to Chat History in eCCP	Approved
CA-294128	08/29/2025	Infra Contact Center	Contra Costa Contact Center – Apply Contact Attributes to Measure Calls Diverted by 'Maximum Contacts in Queue' Threshold	New
GAGR-892	08/19/2025	Client Correspondence	San Joaquin County GAGR Exstream Automated Solution Development and Implementation	New
CA-293621	08/11/2025	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	08/08/2025	Infra Contact Center	Enhance IVR – Ability for customers to opt-out of Self-Service Integrated Voice Response (IVR)	New
CA-293391	08/04/2025	Infra Tech Ops	Upgrade Oracle APEX to version: 24.1	Ready for Committee

JIRA ID	CREATED	INFRA TEAM	DESCRIPTION	STATUS
CA-293388	08/04/2025	Infra ForgeRock	Migrate AWS PinPoint to AWS End User Messaging	New
NOW-1430	07/31/2025	Infra ServiceNow	Track CalSAWS Consolidated Waiver Requests in ServiceNow, integrated with CMDDB/CAB/CHG mgmt.	To Do
CA-293257	07/29/2025	Infra Imaging	Add a Disability Document Type to CalSAWS Imaging Solution	New
CA-293256	07/29/2025	Infra Imaging	Update Imaging Routing of Lobby/Kiosk documents to Skip Queues When Possible	New
CA-293093	07/24/2025	Infra Contact Center	Enhance Reschedule appointment functionality – Existing Functionality	New
CA-292834	07/14/2025	Infra Tech Ops	Create user account in CalSAWS for Dynatrace monitoring	New
CA-292433	06/26/2025	Infra Contact Center	Welcome Bot Smart Routing – Update Intent & Program Recognition	Test Complete
GAGR-856	06/17/2025	Client Correspondence	Remove 'Customer ID' from GAGR Forms and NOA Headers	New
CA-291846	06/10/2025	Infra Contact Center	RPA BenefitsCal BIC request processing logic enhancement	In Development
NOW-1424	06/5/2025	Infra ServiceNow	Request to create new catalog item "Project Maintenance"	To Do
CA-291383	05/29/2025	Infra Contact Center	AWS Queue Depth Report	New
CA-291382	05/29/2025	Infra Contact Center	Create Repeat Callers report	New
GAGR-837	05/19/2025	Client Correspondence	Contra Costa Automate GA Form SL 700	New
CA-291073	05/19/2025	Infra Tech Support	Pilot – AI-Driven Documentation, Code Generation and Code Pilot	Design in Progress
GAGR-831	05/14/2025	Client Correspondence	New Form CSF 22 Employment Questionnaire	In Development
CA-290863	05/12/2025	Infra Tech Support	Managed Lobby Equipment Management in InTune	Pending Approval
CA-290786	05/8/2025	Infra Contact Center	External Partner – Enable Calabrio Live Monitor for better view – Calabrio Vendor – PFR	New

JIRA ID	CREATED	INFRA TEAM	DESCRIPTION	STATUS
CA-290785	05/8/2025	Infra Contact Center	Ventura Contact Center – Opt-in to BenefitsCal Webchat	New
CA-290616	05/02/2025	Infra Tech Ops	LA County-Whitelist New IP Address for CCRC	New
NOW-1412	05/01/2025	Infra ServiceNow	Incident and sc_req_item metric view access	To Do
CA-290041	04/17/2025	Infra Contact Center	San Bernardino – Deactivate IVR Predictive Handling – CPO	Design in Progress
CA-289662	04/08/2025	Online	Adding a new baby to a Medical only Case Using RPA	New
CA-289657	04/08/2025	Infra Tech Ops	Enable CARES/FCED related infrastructure in PROD before FCED go live	In Assembly Test
CA-289583	04/07/2025	Infra Tech Arch	Add FCED Services to AT 2 Environment	New
CA-289432	04/02/2025	Security	Add Additional Security Role to Hide CPS Program	New
CA-289327	03/31/2025	Infra Contact Center	LA – Calabrio – Sync Live Monitoring with session timeout	New
OCAT-11	03/28/2025	Infra OCAT	Standardize OCAT Scanning – Qualsys	New
CA-289238	03/27/2025	Infra Contact Center	AWS – Ability to filter data by Contact Origin	New
NOW-1408	03/20/2025	Infra ServiceNow	Potential defect with sys_audit unarchive, + hardening for Xanadu upgrade	To Do
CA-288948	03/18/2025	Infra Tech Ops	Install Spring Tools version 4.22.1 and Snyk Eclipse plug-in 3.2.0	In Development
CA-288448	03/04/2025	Infra Contact Center	LA DCFS Contact Center – eGain enablement	New
CA-288288	02/27/2025	Infra Contact Center	LA – RMR – No Warm Hand Off Capability AWS	New
CA-287484	02/05/2025	Infra Contact Center	RPA report should take failed instances into account	New
CA-287326	01/31/2025	Infra Tech Ops	IADPU DMDP-23 AWS Macie: OWD DDEL/FDEL Process for Gainwell	New
CA-287325	01/31/2025	Infra Tech Ops	IAPDU TLM-13 ITOM – Update deliverables and OWDs related to ITOM Gainwell Implementation	Pending Approval

JIRA ID	CREATED	INFRA TEAM	DESCRIPTION	STATUS
CA-287323	01/31/2025	Infra Tech Ops	CSAC-42, TLM 13, 14, 15 – ServiceNow Hardware Asset Mgmt. (HAM) Gainwell Implementation	Test Complete
CA-287321	01/31/2025	ServiceNow	CSAC-42, TLM 13, 14, 15 – ServiceNow Software Asset Mgmt. (SAM) Gainwell Implementation	Test Complete
GAGR-767	01/27/2025	Client Correspondence	Santa Clara County requests maintenance assistance for their GA 005, GA 007, GA 021, and GA 120	Design in Progress
GAGR-763	01/17/2025	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	Test Complete
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	11/07/2024	Infra Contact Center	Add Data Retention Policy to AWS Call Recordings (Audio Calls) for All Counties	New
GAGR-738	10/30/2024	Client Correspondence	Automate Consortium CalSAWS Common GAGR NOA – CalSAWS 3 Denial for the most common Denial Reasons	System Test
GAGR-737	10/30/2024	Client Correspondence	Automate Consortium CalSAWS Common GAGR NOA – CalSAWS 4	System Test

JIRA ID	CREATED	INFRA TEAM	DESCRIPTION	STATUS
			Discontinuance for the most common Discontinuance Reasons	
CA-283358	10/04/2024	Infra Contact Center	External Agency – AWS – IVR Response Timeout Issue for Customers – Policy compliance	New
CA-283266	10/02/2024	Infra Contact Center	Update IVR & bots to understand all threshold languages	New
CA-283265	10/02/2024	Infra Contact Center	Add threshold languages currently supported by IVR to bots.	New
CA-283075	09/26/2024	Infra Contact Center	External Agency AWS– Abandon Interval not summing to Total Abandonment	New
CA-283043	09/25/2024	Infra Contact Center	Access to Nuance to retrieve real time and historical voice biometrics data	New
CA-283040	09/25/2024	Infra Contact Center	Caller's wait time should be preserved through their call transfer	New
CA-283037	09/25/2024	Infra Contact Center	Enable Spanish Transcriptions in Calabrio recordings for Spanish calls	New
CA-283031	09/25/2024	Infra Contact Center	Gamification Enhancements for eCCP	New
CA-282697	09/16/2024	Infra Contact Center	Update the FFY Packet Outbound Call	New
CA-282108	08/27/2024	Infra Contact Center	Calabrio – Auto assign new users from county Default team	New
CA-282025	08/23/2024	Infra Contact Center	Migration of Outbound application from legacy prod account to Shared functions production account	New
CA-280780	07/24/2024	Infra Contact Center	Allow Various Options for County Selection regarding "You are on Hold" Message	New
CA-280778	07/24/2024	Infra Contact Center	Interactive Voice Response IVR Text for Courtesy Call Back CCB	New
CA-280529	07/17/2024	Infra Contact Center	Sacramento – *Pending CPO* Calabrio Support	New

JIRA ID	CREATED	INFRA TEAM	DESCRIPTION	STATUS
CA-279531	06/19/2024	Infra Contact Center	Fresno– Contact Center: Max Queue Data Stats– Report	New
CA-279402	06/17/2024	Infra Contact Center	Coordinate/Sync County Holiday Updates Between CalSAWS and the Contact Center	New
CA-278880	06/05/2024	Infra Contact Center	Voice Bots Statewide Rollout: Alameda County: Welcome Bot Only	Design in Progress
CA-278831	06/04/2024	Infra Contact Center	Enhance eCCP Message of the Day to include formatting, emojis and more characters	New
CA-278830	06/04/2024	Infra Contact Center	Customize eCCP for automatic logout	New
CA-278829	06/04/2024	Infra Contact Center	Voice Bots Statewide Rollout: Sonoma County: Welcome Bot Only	Design in Progress
CA-278828	06/04/2024	Infra Contact Center	Add ability to customize system message in eCCP to display in BenefitsCal web chat	Pending Approval
CA-278638	05/31/2024	Infra Contact Center	Statewide Authentication Bot Enhancement – Reporting of Skipped Calls	New
CA-278377	05/24/2024	Infra Contact Center	Placeholder – Implement Contact Center Disaster Recovery Solution on one Single county	New
CA-277932	05/15/2024	Infra Contact Center	***Placeholder*** Add Logout Functionality to Supervisor Panel	New
CA-277481	05/06/2024	Infra Contact Center	Enhance eCCP to allow for users to perform a direct transfer(Cold Transfer)	New
CA-277286	04/30/2024	Infra Contact Center	Add Verbiage from MEDIL I 24-11 for All CSC Counties IVRs	New
CA-277050	04/24/2024	Infra Contact Center	Update Contact Center Lambda Secrets Manager Reference	New
CA-276974	04/23/2024	Infra Tech Ops	Upgrade Oracle Apex to 24.1	Ready for Committee
CA-276824	04/19/2024	Infra Contact Center	Remove Inbound IVR Informational Messages for PHE Communication	Pending Rejection

JIRA ID	CREATED	INFRA TEAM	DESCRIPTION	STATUS
CA-276763	04/18/2024	Infra Contact Center	LA – Call Center – eGain – Allow multiple users to be selected from the parameters search	New
CA-276762	04/18/2024	Infra Contact Center	LA – Call Center – eGain – Add a search option to allow to search by EW	New
CA-276632	04/16/2024	Infra Contact Center	An additional Admin page to the eCCP to manage RE Line	New
CA-276579	04/15/2024	Infra Contact Center	Upgrade Calabrio to the WFM Cloud Solution	New
CA-276410	04/10/2024	Infra Contact Center	E-mail Alert when Contact Center is closed via Remote Admin phone line.	New
CA-276409	04/10/2024	Infra Contact Center	Enable default routing profile nightly revert and enable searching by tags	Design in Progress
CA-276407	04/10/2024	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	04/10/2024	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	04/10/2024	Infra Contact Center	PFR – IVR/Contact Center eGAIN Report Update	New
CA-276402	04/10/2024	Infra Contact Center	Post Call Survey Data to be accessible in eGAIN	New
CA-276401	04/10/2024	Infra Contact Center	Percent allocation setting to Post Call Survey	New
CA-276400	04/10/2024	Infra Contact Center	Post Call Survey reporting format update	New
CA-276399	04/10/2024	Infra Contact Center	eGain: CCB Historical report – essential data elements	New
CA-276398	04/10/2024	Infra Contact Center	PFR – eGain: CCB Real-time report – essential data elements	New
CA-276396	04/10/2024	Infra Contact Center	Adding ability to reference AWS s3 stored prompts in the "Emergency Messages" – Admin Page	New
CA-276393	04/10/2024	Infra Contact Center	Adding ability to reference AWS s3 stored prompts in	New

JIRA ID	CREATED	INFRA TEAM	DESCRIPTION	STATUS
			the "Queue Hold Messages" – Admin Page – to allow for WAV files and foreign language handling.	
CA-276392	04/10/2024	Infra Contact Center	Adding ability to reference AWS s3 stored prompts in the "Informational Messages" – Admin Page	New
CA-276390	04/10/2024	Infra Contact Center	Message-On-Hold (MOH) management on Admin Page by Queue	Design in Progress
CA-276389	04/10/2024	Infra Contact Center	eCCP – Post Call Status after Outbound Call	New
CA-275994	04/01/2024	Infra Contact Center	Amazon Connect Copy – Environment Reset	New
CA-275845	03/27/2024	Security	DMDP-21: Data Security P1	New
CA-275645	03/21/2024	Infra Contact Center	Stanislaus – Call Center Enhancements	New
CA-275420	03/14/2024	Infra Contact Center	"Title: Message-On-Hold (MOH) / Adding them to the eCCP Admin Tool (Short-Term Solution)	"
CA-275376	03/13/2024	Infra Contact Center	IVR to add additional validations for RPA card replacement request routing	New
CA-275373	03/13/2024	Infra Contact Center	Amazon Connect/eGain Back End Database Access	New
CA-274846	02/29/2024	Infra Contact Center	Calls to be routed to assigned worker if a discontinued program is still assigned to a worker	New
CA-274373	02/20/2024	Infra Contact Center	Assessment to automate all RPA, Post Call Survey and voice bots reports.	New
CA-273899	02/07/2024	Infra Contact Center	PFR – Calabrio – Ability to live monitor multiple workers at a time	New
CA-273894	02/07/2024	Infra Contact Center	Ability to skill staff with more than one routing profile	New
CA-273487	01/30/2024	Infra Contact Center	Queue Limits Page drop down to view more than 10 per page	New
CA-273471	01/30/2024	Infra Contact Center	Roll-on/off eCCP Admin Page enhance search feature	New
CA-273448	01/30/2024	Infra Contact Center	Quick Connect Admin Page Updates	New

JIRA ID	CREATED	INFRA TEAM	DESCRIPTION	STATUS
CA-273447	01/30/2024	Infra Contact Center	Teams (units) copy from AWS to eCCP	New
CA-273446	01/30/2024	Infra Contact Center	CSC IVR Call Limits	Design in Progress
CA-273442	01/30/2024	Infra Contact Center	Update eCCP to expose AWS CCP Headset Options	New
CA-273439	01/30/2024	Infra Contact Center	Remove wait time from IVR and replace with position in line	New
CA-273252	01/25/2024	Infra Contact Center	Update Agent Status if eCCP times out while in specific statuses.	New
CA-273209	01/24/2024	Infra Contact Center	Add a Pending Not Ready Status to the eCCP	New
CA-272919	01/17/2024	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	08/11/2023	Infra Contact Center	Migrate the CalSAWS Service Desk to the CalSAWS Contact Center Environment	New
CA-265391	07/26/2023	Infra Contact Center	Modify eCCP Security rights	Design in Progress
CA-256497	02/09/2023	Online	Robotic Processing Automation (RPA) – 18 – 21 Year Old Adult and Child Not Aided in Household	New
CA-256495	02/09/2023	Online	Robotic Processing Automation (RPA) – Identify Cases with Expenses Amount Higher Than Income	New
CA-250838	09/30/2022	Infra Contact Center	Outbound Call Campaign: Create Call Result Record for Each Attempt	Approved
CA-245925	05/25/2022	Infra Contact Center	RPA BIC Bot CalSAWS Contact Center-Interactive Voice Response (IVR) Solution	New
CA-245839	05/24/2022	Infra Contact Center	Update Wording from Medi-Cal Redetermination to Medi-Cal Renewal	New

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

