

# CalSAWS

California Statewide Automated Welfare System



## Bi-Weekly Status Report

CalSAWS Infrastructure

Reporting Period: May 4, 2026 – May 17, 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"> <li>▪ The Identity and Access Management Solution (ForgeRock) system experienced an issue that intermittently impacted user access to BenefitsCal, CalSAWS and associated systems on May 13, 2026, from 1:15 PM to 1:57 PM.</li> </ul>
Defects	<ul style="list-style-type: none"> <li>▪ There are 60 active Infrastructure Production defects.</li> </ul>
Incidents	<ul style="list-style-type: none"> <li>• <b>RESOLVED:</b> PRB0053501– Starting at 1:15 PM on May 13, 2026, users are experiencing intermittent issues when attempting to access BenefitsCal, CalSAWS and associated systems. Users may not be able to access BenefitsCal, CalSAWS and associated systems until the issue is resolved. Users are advised to clear their browser cache and log in again. Users are intermittently receiving “Unable to login” and “Gateway Timeout” error messages, or a blank page, when attempting to access CalSAWS. The project team is working to resolve the issue. An update will be provided when additional information becomes available. The team continues to work on resolving the issue, including determining how to best assist the impacted counties. An update will be provided when additional information becomes available. Update: The CalSAWS project team remediated the issue and continues to monitor system performance. If users are still experiencing access issues, please clear browser cache, use Incognito Window (Chrome), InPrivate Window (Edge) or try a different browser. An update will be provided by the end of today. As of 1:57 PM on May 13, 2026, the issue has been resolved. The project team monitored and confirmed system performance stability. Users confirmed continuous access to CalSAWS, BenefitsCal and other Identity and Access Management Solution (ForgeRock) connected applications.</li> <li>• <b>RESOLVED:</b> The CalSAWS Jira is scheduled for emergency maintenance today, May 11, 2026, starting at 1:15 PM. During this period: Users will not be able to access CalSAWS Jira. An update will be sent once the maintenance is complete. Update: The CalSAWS Jira maintenance is complete as of 1:25 PM. Users are now able to access CalSAWS Jira.</li> </ul>

TOPIC	HIGHLIGHTS FOR THE REPORTING PERIOD
	<ul style="list-style-type: none"> <li>• <b>RESOLVED:</b> 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. As of 7:15 PM on May 7, 2026, the issue has been resolved with the deployment of Defect CA-299623 last night, May 7, 2026. CalFresh EDBC is now correctly prorating the shelter expense for households with eligible members and multiple ineligible non citizens (FRE), when any ineligible non citizen has income.</li> <li>• <b>Fix in Progress:</b> PRB0053485 – Starting at 7:40 AM on May 7, 2026, several large Central Print Return Mail Imaging files from specific days of the month did not successfully process. Impacted counties will notice higher than normal return mail images and task volumes (if applicable) received on May 5 and May 6, 2026, due to these impacted files with older dates. The CalSAWS Project team reran the impacted files and completed the processing yesterday, May 6, 2026. Defect CA-300790 has been created to track the issue and is expected to be implemented next week. The affected Central Print Return Mail Imaging files are from the following dates: <ul style="list-style-type: none"> <li>○ 01/28/2026 (Scan date: 01/27/2026)</li> <li>○ 02/02/2026 (Scan date: 02/01/2026)</li> <li>○ 03/02/2026 (Scan date: 03/01/2026)</li> <li>○ 03/30/2026 (Scan date: 03/29/2026)</li> <li>○ 04/27/2026 (Scan date: 04/26/2026)</li> <li>○ 05/04/2026 (Scan date: 05/03/2026)</li> </ul> </li> </ul> <p>The team is assessing county impact. Affected counties and next steps will be provided when an update is available. The team continues to work on resolving the issue, including determining how to best assist the impacted counties. An update will be provided when additional information becomes available. Counties that were NOT impacted are: (2) Alpine, (3) Amador, (6) Colusa, (8) Del Norte, (10) Fresno, (11) Glenn, (13) Imperial, (14) Inyo, (16) Kings, (18) Lassen, (21) Marin, (22) Mariposa, (23) Mendocino, (25) Modoc, (26) Mono, (27) Monterey, (32) Plumas, (42) Santa Barbara, (46) Sierra, (47) Siskiyou, (51) Sutter, (52) Tehama, (53) Trinity, (56) Ventura, (57) Yolo.</p>

TOPIC	HIGHLIGHTS FOR THE REPORTING PERIOD
	<p>Update: Case lists for the impacted counties have been uploaded to each county's secure document folder on the CalSAWS Communication Portal. The project team is also drafting a County Alert Transmittal (CAT) broadcast that will provide guidance on reviewing the list of impacted cases and the location of the file. Mitigation steps have been implemented to prevent the issue from recurring while the team continues to work toward a permanent solution under Defect CA-300790. Additional updates will be provided once the issue has been resolved.</p> <ul style="list-style-type: none"> <li> <p><b>RESOLVED:</b> PRB0053481 – Starting at 7:40 AM on May 7, 2026, some San Bernardino teleworker users are unable to log into their CalSAWS laptop while working from home. San Bernardino teleworkers unable to log into their CalSAWS laptop will not be able to log in until the issue is resolved. Affected San Bernardino teleworkers will need to go into their designated site until the issue is resolved. Details: The CalSAWS project team investigated the issue with San Bernardino County IT and found a policy update issue. The project team was able to correct the issue and push a policy update.</p> <p>Affected San Bernardino teleworkers will need to:</p> <ol style="list-style-type: none"> <li>1) Go into your designated office site</li> <li>2) Place your laptop on a docking station</li> <li>3) Log into your laptop</li> <li>4) Once your desktop is fully loaded, the updated policy has been installed</li> <li>5) Restart the laptop</li> <li>6) Log back into the laptop, wait until it loads fully</li> <li>7) Log out and disconnect from the docking station</li> <li>8) Log into the laptop, while disconnected from the docking station, to test your laptop credentials are working</li> <li>9) Once confirmed, you can continue working as normal.</li> </ol> <p>If you are still experiencing the issue, or would like assistance with the steps provided above, please stay in your office and contact the CalSAWS Service Desk following your county process. As of 8:30 AM on May 7, 2026, the issue is resolved. The CalSAWS Project team worked with the San Bernardino County IT team to test the policy update that corrected the issue yesterday, May 7, 2026. The county confirmed affected teleworkers can now log into their CalSAWS laptop after following the above instructions.</p> </li> <li> <p><b>RESOLVED:</b> PRB0053460 – Starting at 10:11 AM on May 1, 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</p> </li> </ul>

TOPIC	HIGHLIGHTS FOR THE REPORTING PERIOD
	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. As of 3:18 PM on May 1, 2026, the issue has been resolved. TPx confirmed the connectivity at the site is restored by local internet provider AT&T. Sierra County users at the Downieville Site are able to access CalSAWS and associated systems.
Maintenance/ Deployments	<ul style="list-style-type: none"> <li>▪ 5/17/2026: Deployment – Baseline Release 26.05 (CHG0059234)</li> <li>▪ 5/15/2026: Deployment – Priority Release 26.05.15 (CHG0059414)</li> <li>▪ 5/14/2026: Deployment – Priority Release 26.05.14 – (CHG0059415)</li> <li>▪ 5/12/2026: Deployment – Priority Release 26.05.12 – (CHG0059389)</li> <li>▪ 5/10/2026: Maintenance – CalSAWS Maintenance</li> <li>▪ 5/10/2026: Maintenance – Ad hoc Reporting Database Maintenance</li> <li>▪ 5/8/2026: Deployment – Priority Release 26.05.08 – (CHG0059344)</li> <li>▪ 5/7/2026: Deployment – Priority Release 26.05.07 – (CHG0059233)</li> </ul>
Milestones	<ul style="list-style-type: none"> <li>▪ Six (6) Production Deployments during this reporting period.</li> <li>▪ Change Requests (CHG) deployed during this reporting period.</li> </ul>

## 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	Address remaining FDEL comments by 5/22
I-D02 – Appendix H	Configuration Management Plan – OWDs – Hardware Asset Management and Software Management	FDEL in Review	Address remaining FDEL comments by 5/22

## 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 0082-26 Scheduled Downtime Notification – 05/29/2026	1	05/12/2026
Scheduled CalSAWS Maintenance	Update - CalSAWS Broadcast >> Scheduled CalSAWS Maintenance - 05/17/2026, 6:00 AM to 1:00 PM	3	05/15/2026
	CalSAWS Broadcast >> Scheduled Maintenance >> CalSAWS Imaging Solution (Hyland) Maintenance - 5/22/2026, 10:00 PM to 1:00 AM 5/23/2026		05/12/2026
	CalSAWS Broadcast >> Scheduled CalSAWS Maintenance - 5/17/2026, 6:00 AM to 1:00 PM		05/04/2026
Scheduled BenefitsCal Maintenance	Update - CalSAWS Broadcast >> Scheduled BenefitsCal Maintenance – 5/17/2026, 8:00 AM to 9:30 AM	3	05/15/2026
	CalSAWS Broadcast >> Scheduled BenefitsCal Maintenance - 5/14/2026, 11:30 PM to 12:30 PM 5/15/2026		05/14/2026
	CalSAWS Broadcast >> Scheduled BenefitsCal Maintenance – 5/17/2026, 6:00 AM to 1:00 PM		05/04/2026
Scheduled EBT Maintenance	None		
CalSAWS County Executive Communications	Resolved - CalSAWS County Executive Communication – Intermittent CalSAWS Access Issue	4	05/13/2026
	Update - CalSAWS County Executive Communication – Intermittent CalSAWS Access Issue		05/13/2026
	New - CalSAWS County Executive Communication – Intermittent CalSAWS Access Issue		05/13/2026
	Resolved - CalSAWS County Executive Communication – Sierra County - Downieville Site - CalSAWS Access Issue		05/04/2026

CATEGORIES	SUBJECT	COUNT	DISTRIBUTION DATE (S)
Issue Notification	Resolved – PRB0053501 Update – PRB0053501 New – PRB0053501 --- Update – PRB0053485 --- Resolved – PRB0053347 Resolved – PRB0053481 Update – PRB0053485 --- New – PRB0053481 New – PRB0053485 --- Resolved – PRB0053460	10	05/13/2026 05/13/2026 05/13/2026 --- 05/12/2026 --- 05/08/2026 05/08/2026 05/08/2026 --- 05/07/2026 05/07/2026 --- 05/04/2026
Priority Release Requests for Approval	Baseline Release 26.05 (CHG0059234) Priority Release 26.05.15 (CHG0059414) Priority Release 26.05.14 – (CHG0059415) Priority Release 26.05.12 – (CHG0059389) Priority Release 26.05.08 – (CHG0059344) Priority Release 26.05.07 – (CHG0059233)	6	05/17/2026 05/15/2026 05/14/2026 05/12/2026 05/08/2026 05/07/2026
Informational Alert	Informational Alert - Bitbucket Sandbox and Jira Sandbox will not be available for upgrade and testing  CalSAWS Informational Alert >> EDR/APEX Users may Experience Slowness Due to Large Data Update – CalSAWS 26.05 Release  CalSAWS Informational Alert >> Early Batch Start on Saturday 05/16/2026  Informational Alert – Jenkins Dev (Scanner & Art) and Coreapp-Dev Downtime Maintenance - 05/09/2026  Informational Alert – 2025 – 2027 CalSAWS Deployment Schedule	5	05/13/2026  05/11/2026  05/11/2026  05/08/2026  05/04/2026
CalSAWS	Daily Health Report	10	05/15/2026 05/14/2026 05/13/2026 05/12/2026 05/11/2026 05/08/2026 05/07/2026 05/06/2026 05/05/2026 05/04/2026

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	05/17/2026 6:00 AM to 1:00 PM	CalSAWS users will be redirected to a read-only version during the outage.	CIT 0075-26 04/27/2026	05/04/2026 05/15/2026
BenefitsCal	BenefitsCal Release 26.05.17	05/17/2026 8:30 AM to 9:30 AM	BenefitsCal will be unavailable during this time.	CIT 0075-26 04/27/2026	05/04/2026 05/15/2026
BenefitsCal	BenefitsCal Release 26.05.14	05/14/2026 11:30 PM to 12:30 AM 05/15/2026	BenefitsCal will be unavailable during this time.		04/29/2026
CalSAWS	Imaging (Hyland) Maintenance	05/22/2026 10:00 PM to 05/23/2026 1:00 AM	Imaging will be unavailable during this time.		05/12/2026
CalSAWS	Identity and Access Management Solution (ForgeRock) Maintenance	05/29/2026 10:00 PM to 05/30/2026 2:00 AM	CalSAWS, Contact Center, BenefitsCal, OCAT, QLIK, Childcare Portal, Auditor, ServiceNow, LMS, AWS Console, Imaging, eCCP, and CCP will be unavailable during this time.	CIT 0082-26 05/12/2026	

### 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
0082-26	Scheduled Downtime Notification – 05/29/2026	Informational	05/12/2026	Clay Erickson	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
26-022	San Bernardino County Supported Application Software Upgrades	05/07/2026	Open	05/22/2026	Erika Castro, 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, Plumas, Shasta, Siskiyou, Trinity	Inyo, Kings, Mariposa, Merced, San Joaquin, San Luis Obispo	Imperial, Orange, San Bernardino, Santa Barbara, Riverside, Ventura	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
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

ID	DESCRIPTION	STATUS
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
SCERFRA 25-918	AB 969 – CalWORKs: Family Violence Option and Gender-based Violence Information	Completed
SCERFRA 25-919	AB 1161 – Public Social Services: State of Emergency or Health Emergency	Completed
SCERFRA 25-920	AB 1402 – Fresh Start Grants: Personal Income Tax Law: Credits	Completed

ID	DESCRIPTION	STATUS
SCERFRA 25-933	SB 420 – Automated Decision Systems	Completed
SCERFRA 25-934	SCERFRA 25-934 – Central Print (PII Breach)	Completed
SCERFRA 26-501	Equifax/CalSAWS – The Portfolio Review – Employment Monitoring Service	Completed
SCERFRA 26-503	Automation of New CalWORKs Stage One Child Care Post-Cash Aid Informing Notice	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 26-513	CW 2200 Automation for Updated Housing Costs at Address Change	Submitted
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
SCERFRA 26-925	Kinship Family Approval	Submitted

## 4 INFRASTRUCTURE OPERATIONS

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

### 4.1 Service Management

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

## 4.1.1 CalSAWS Service Desk Metrics

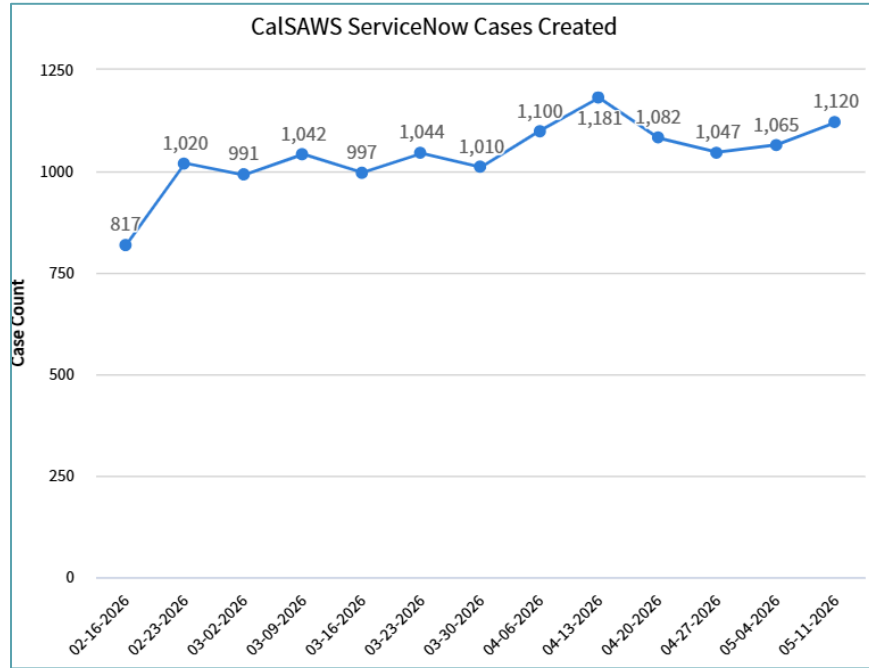


Figure 4.1.1: CalSAWS ServiceNow Cases per Week Created

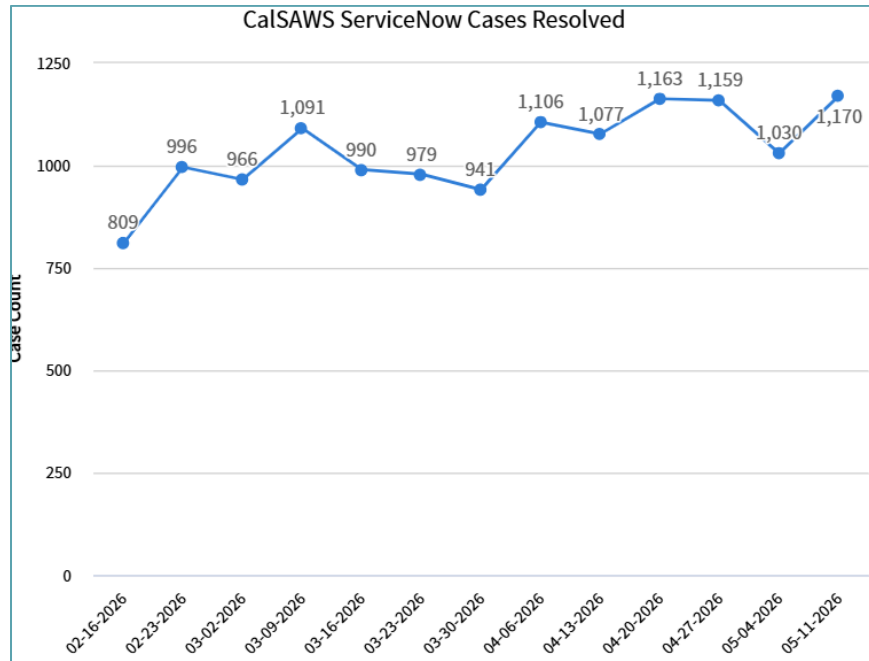


Figure 4.1.1-4.1.2: CalSAWS ServiceNow Cases per Week Resolved

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

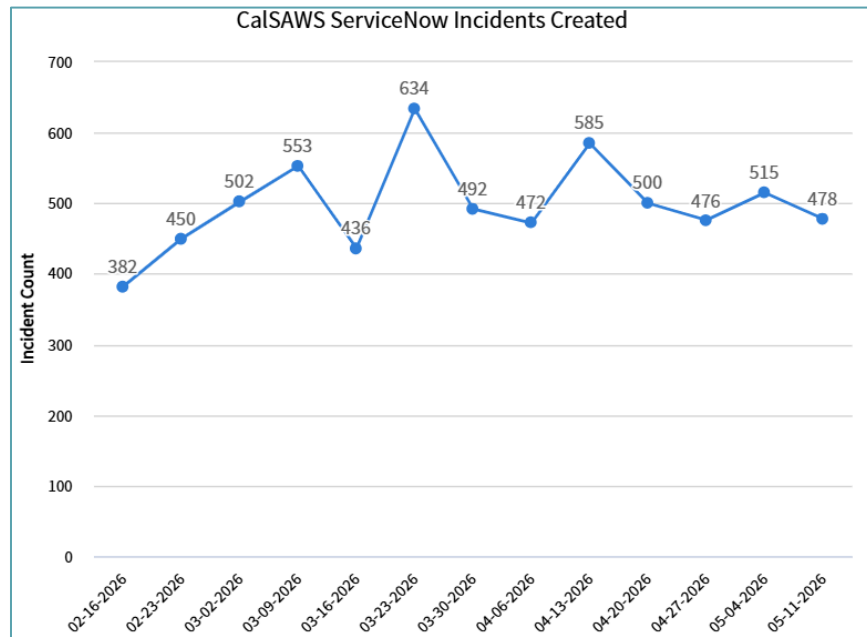


Figure 4.1.3: CalSAWS ServiceNow Incidents Created

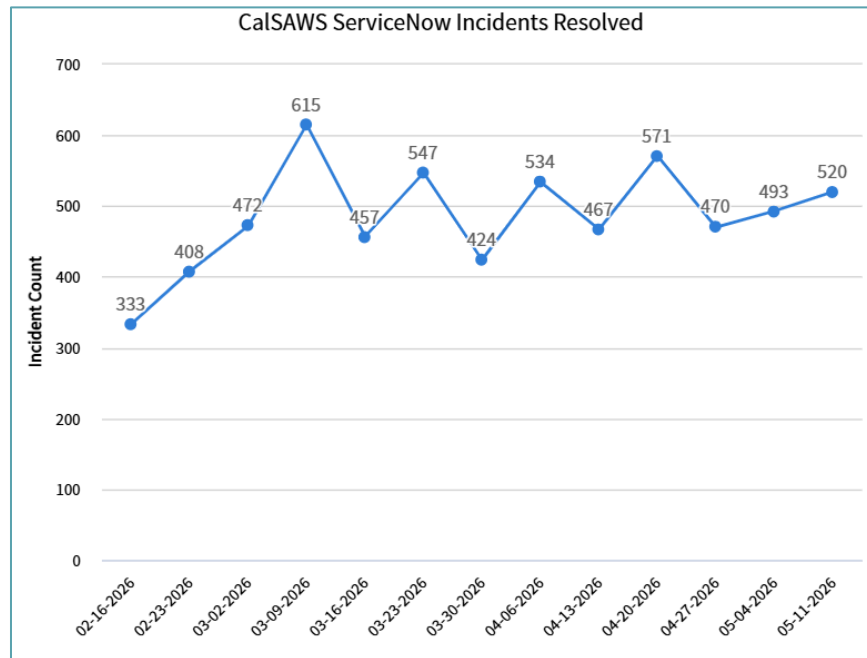


Figure 4.1.1-4.1.4: CalSAWS ServiceNow Incidents Resolved

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

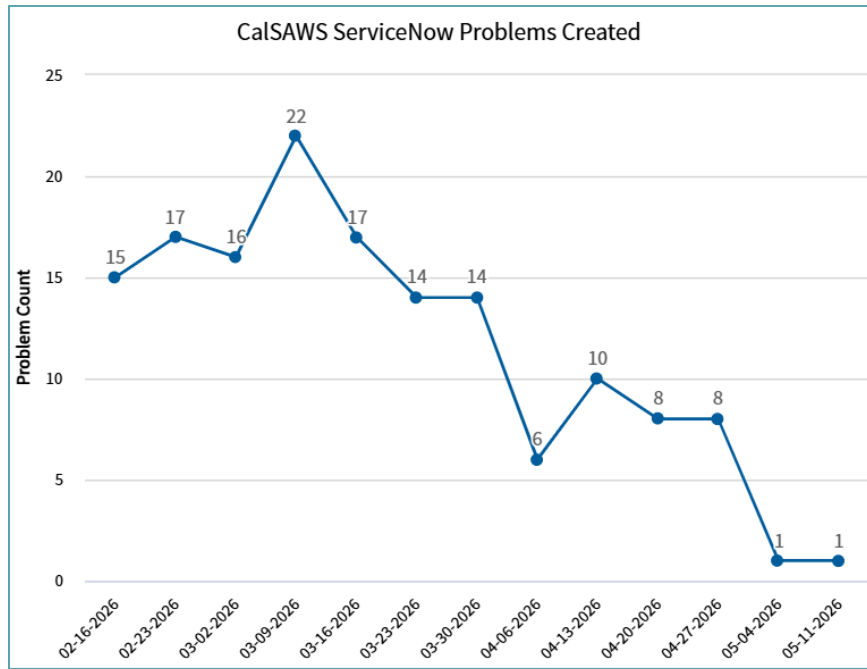


Figure 4.1.1-4.1.5: CalSAWS ServiceNow Problems Created

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

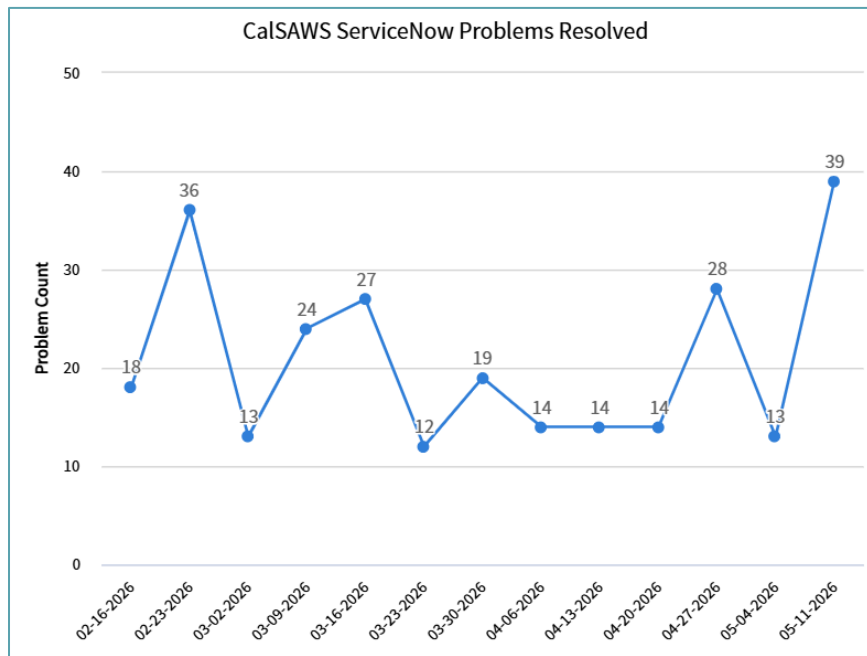


Figure 4.1.1-4.1.6: CalSAWS ServiceNow Problems Resolved

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

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

	<1 DAY	1-5 DAYS	6-10 DAYS	11-15 DAYS	16-30 DAYS	30-60 DAYS	60-180 DAYS	>180 DAYS	TOTAL
NEW	12	5	1	3	7	7	1	4	40
IN PROGRESS	58	15	20	42	39	42	22	4	242
ON HOLD	49	33	54	63	135	179	46	3	562
RESOLVED	201	255	335	135	46	82	10	2	1,066
CLOSED	6	3	50,334	102,921	18,363	12,588	3,599	13	187,827
PROBLEM IN DIAGNOSIS	0	0	3	0	0	1	1	0	5
TOTAL	326	311	50,747	103,164	18,590	12,899	3,679	26	189,742

**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.

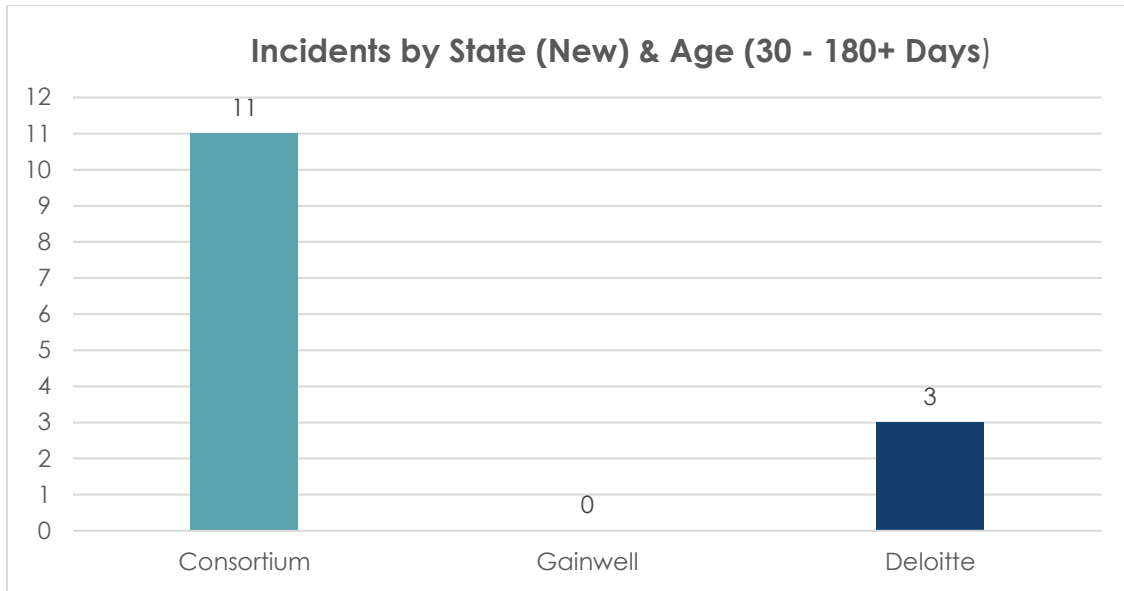


Figure 4.1.1-4.1.7: CalSAWS ServiceNow Incidents by State (New) and Age (30 – 180+ Days)

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

ORGANIZATION	SERVICE DESK INCIDENTS	INFRASTRUCTURE INCIDENTS	TOTAL INCIDENTS
Consortium	11	0	<b>11</b>
Gainwell	0	0	<b>0</b>
Deloitte	0	3	<b>3</b>
Total	<b>11</b>	<b>3</b>	<b>14</b>

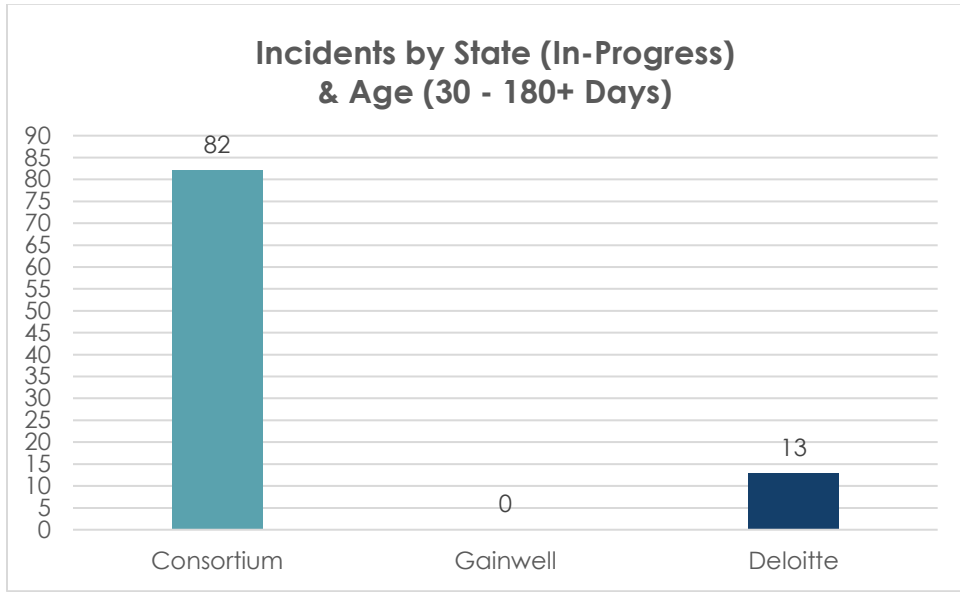
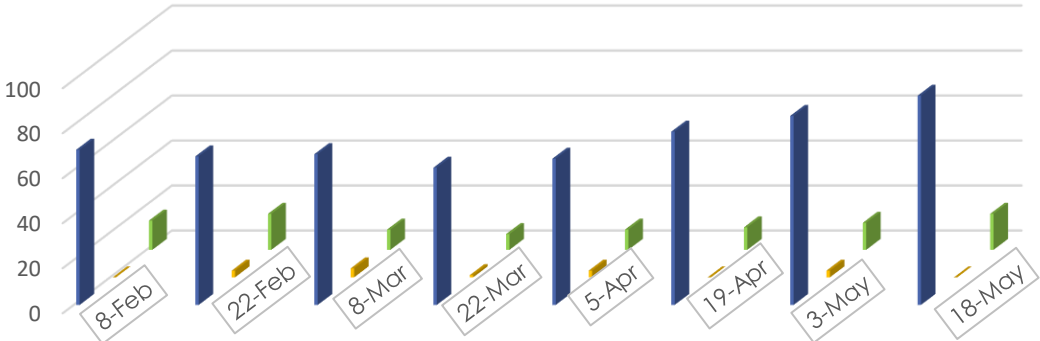


Figure 4.1.1-4.1.8: CalSAWS ServiceNow Incidents by State (In progress) and Age (30 – 180+ Days)

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

ORGANIZATION	SERVICE DESK INCIDENTS	INFRASTRUCTURE INCIDENTS	TOTAL INCIDENTS
Consortium	82	0	<b>82</b>
Gainwell	0	0	<b>0</b>
Deloitte	9	4	<b>13</b>
Total	<b>91</b>	<b>4</b>	<b>95</b>

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



	8-Feb	22-Feb	8-Mar	22-Mar	5-Apr	19-Apr	3-May	18-May
■ Consortium	69	66	67	61	65	77	84	93
■ Gainwell	0	3	4	1	3	0	3	0
■ Deloitte	13	16	9	7	9	10	12	16

Figure 4.1.1-4.1.9: Aging Incident Backlog

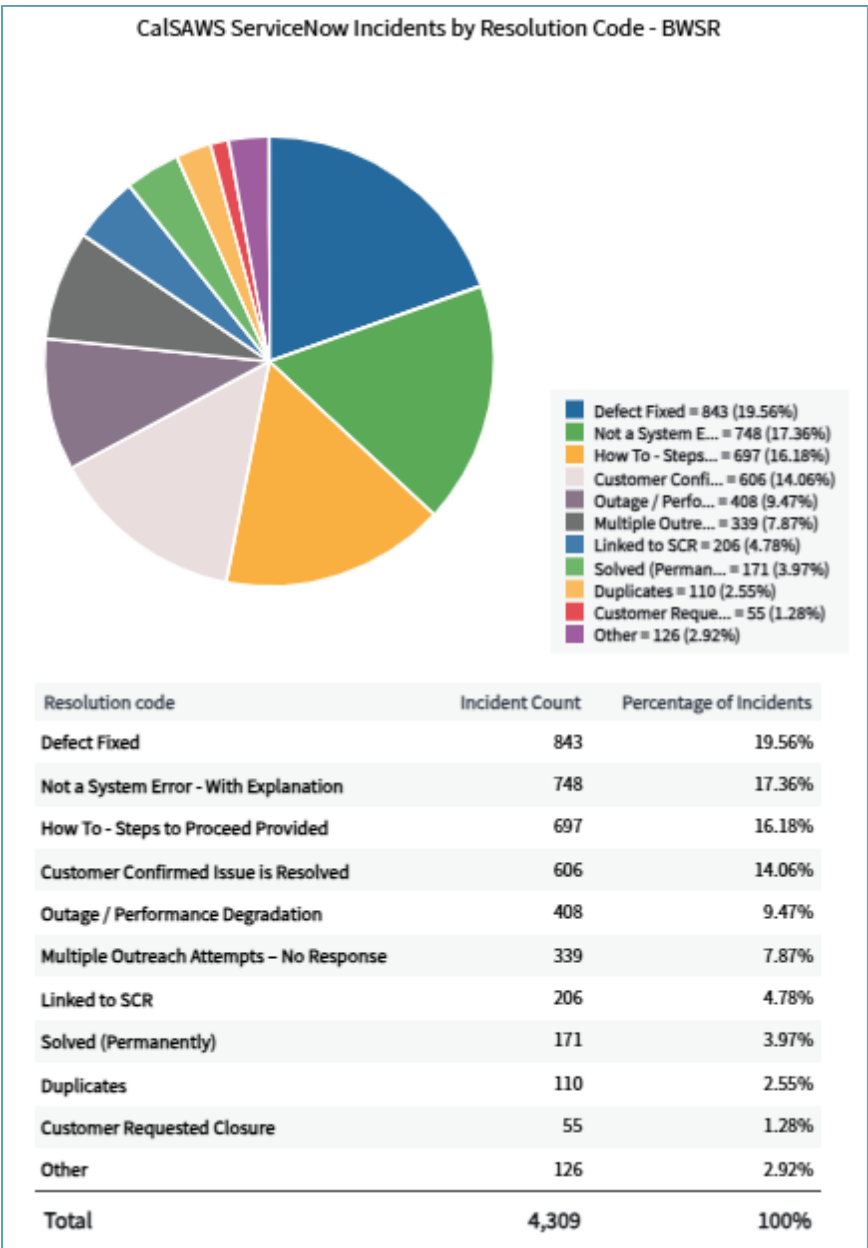


Figure 4.1.10: CalSAWS ServiceNow Incidents by Resolution Code

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

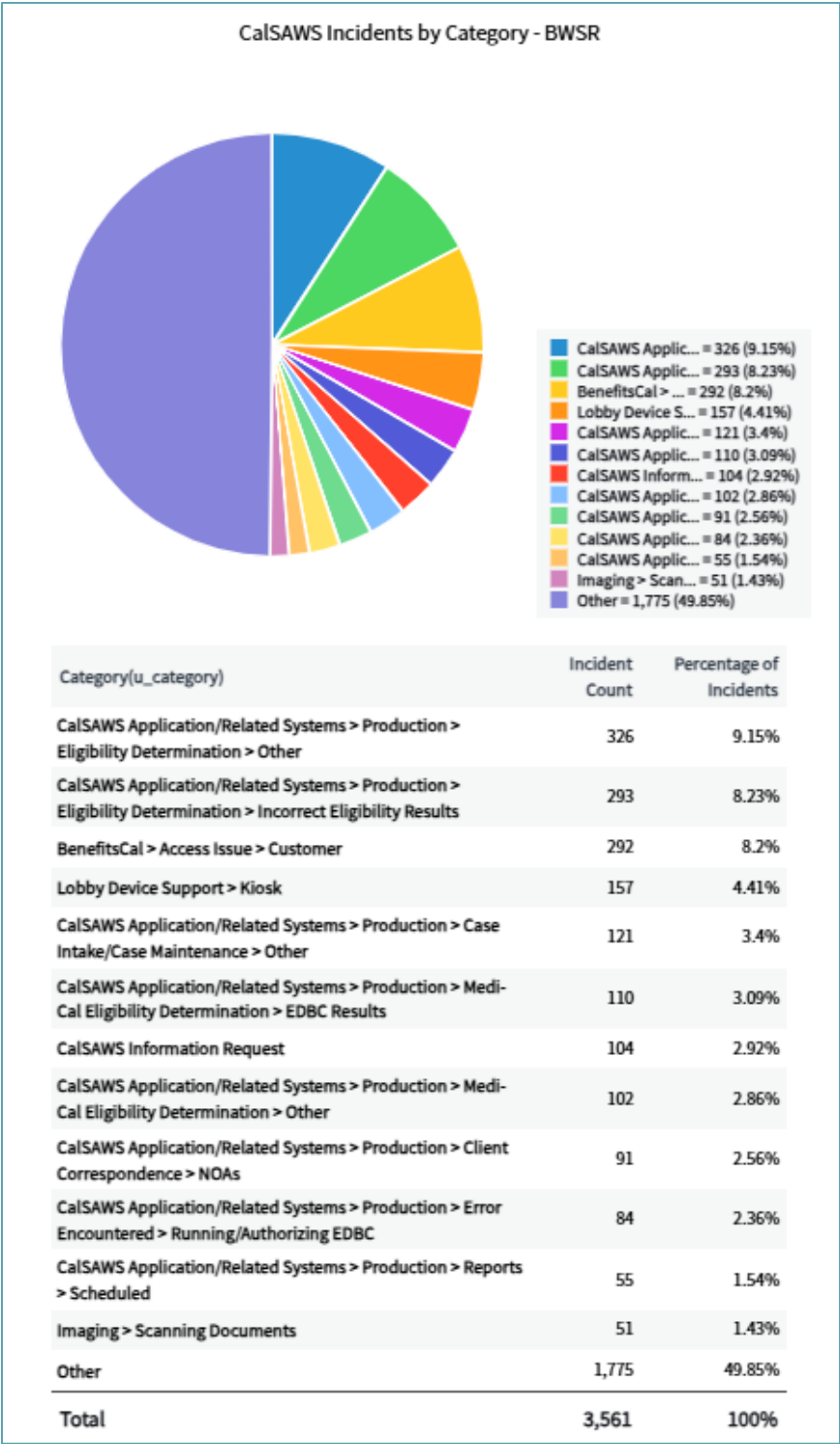


Figure 4.1.11: CalSAWS ServiceNow Incidents Created by Category

**Note:** The pie chart above represents Incidents by Category created within the past two (2) months. The 1,775 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 3,561 incidents.

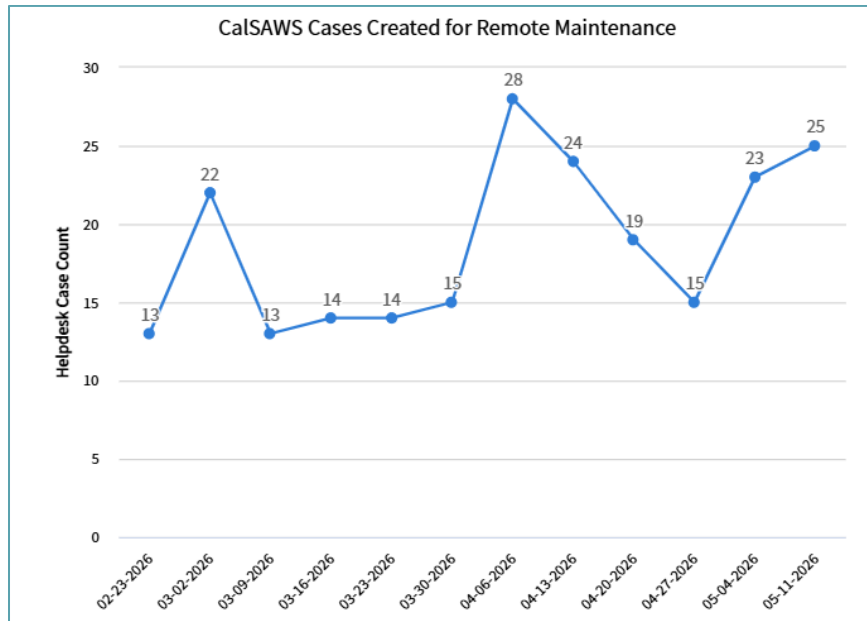


Figure 4.1.12: CalSAWS ServiceNow Cases Created for Remote Maintenance

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 May (month to date) is 99.88%.

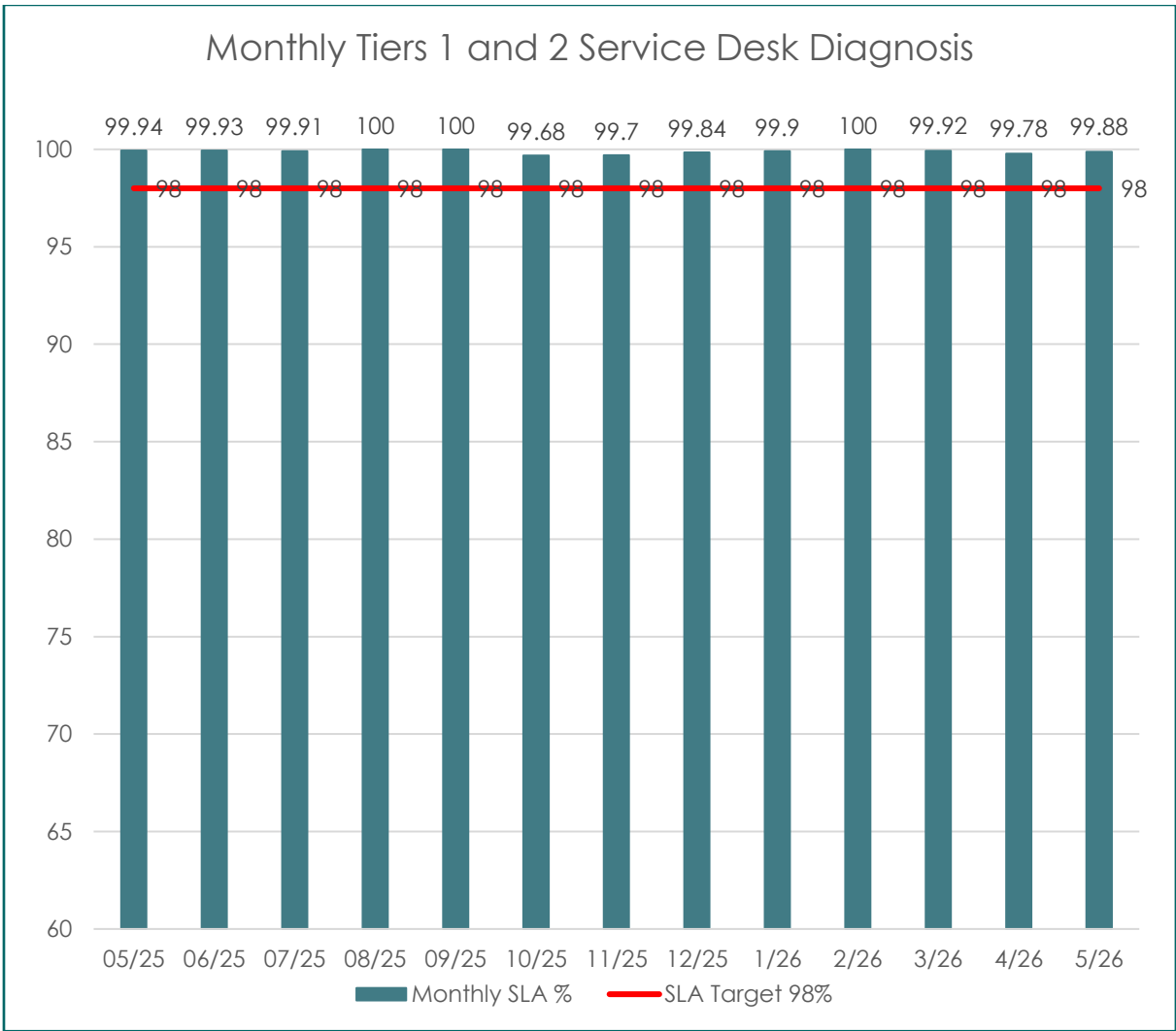


Figure 4.1.13: CalSAWS Monthly Tiers 1 and 2 Service Desk Diagnosis SLA Compliance

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

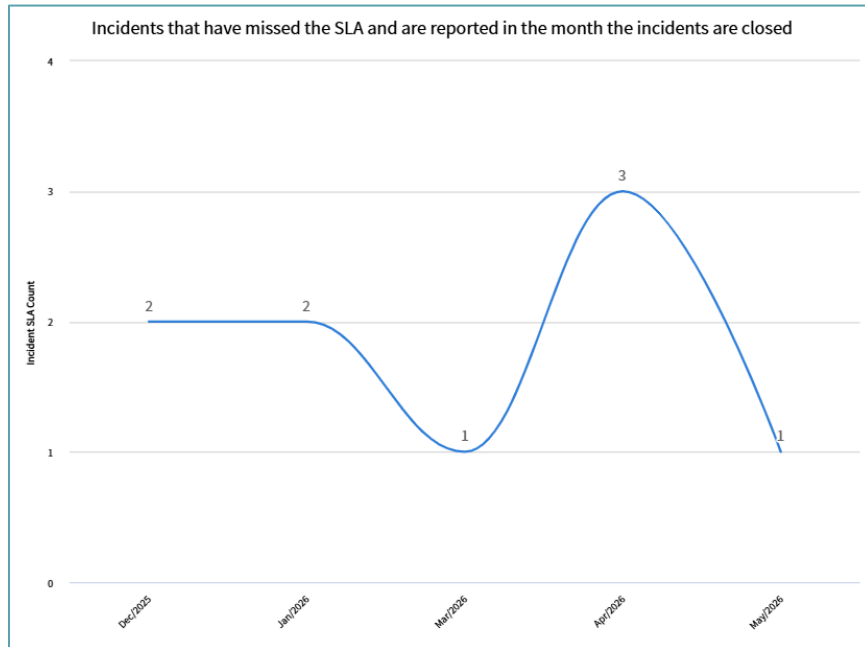


Figure 4.1.14: Incidents that have missed the Service Level Agreement (SLA) in their respective months

The following figure represents the number of closed incidents that missed SLA in each month. When an incident is resolved, the SLA is paused, which allows users to reopen if needed. After 15 calendar days, an incident automatically closes, and the SLA is completed. Zero (0) closed incidents missed the SLA in May (month to date).

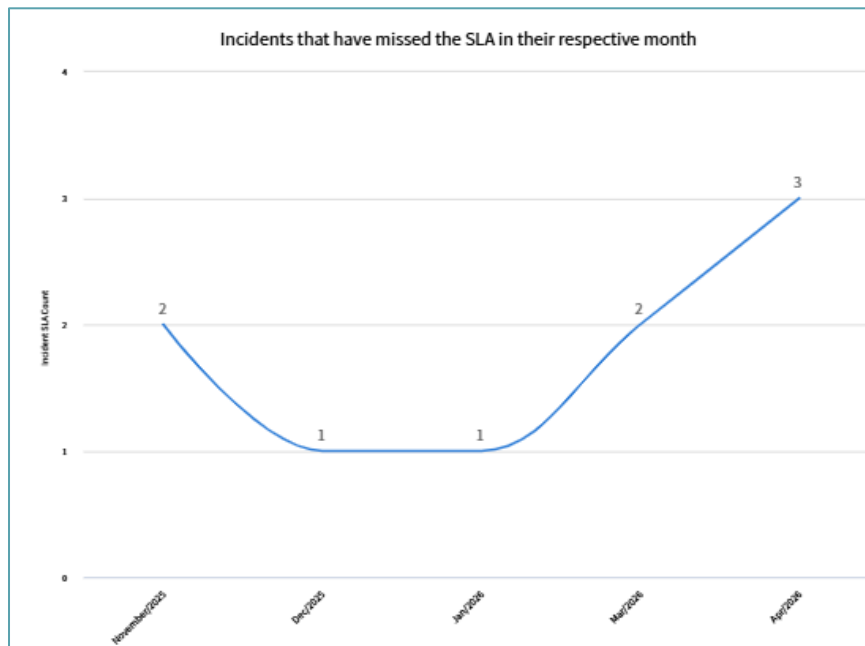


Figure 4.1.15: Incidents that have missed the SLA and reported in the month incidents are closed.

## 4.1.2 BenefitsCal Technical Service Desk Metrics

Information related to the BenefitsCal Technical Service Desk follows.

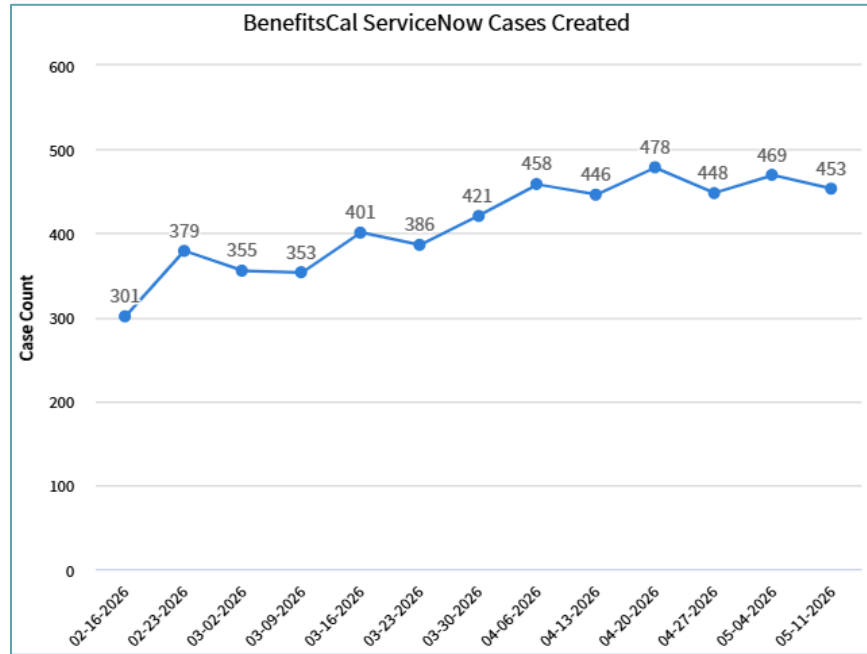


Figure 4.1.2-4.1.16: BenefitsCal ServiceNow Cases Created

**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.

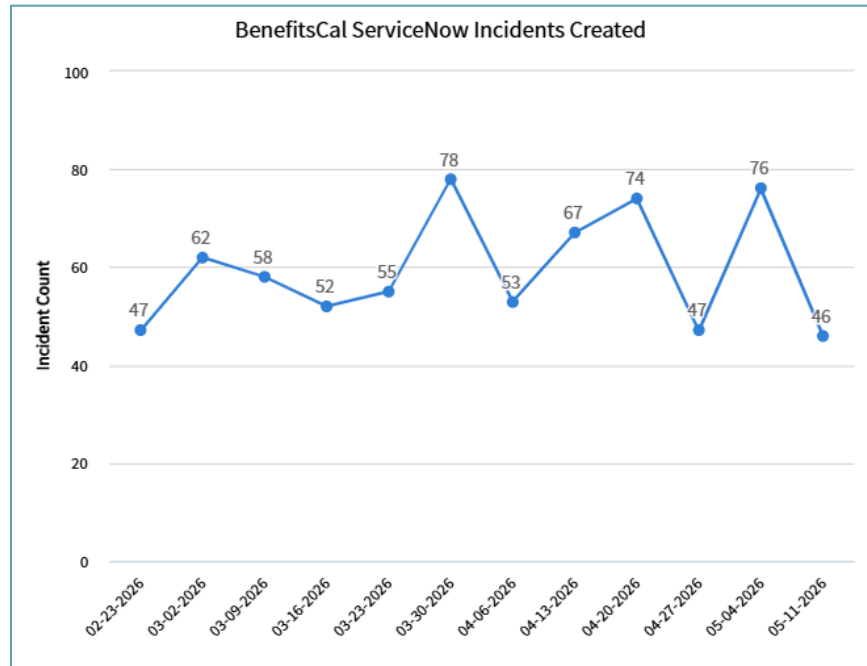


Figure 4.1.2-4.1.17: BenefitsCal ServiceNow Incidents Created

**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.

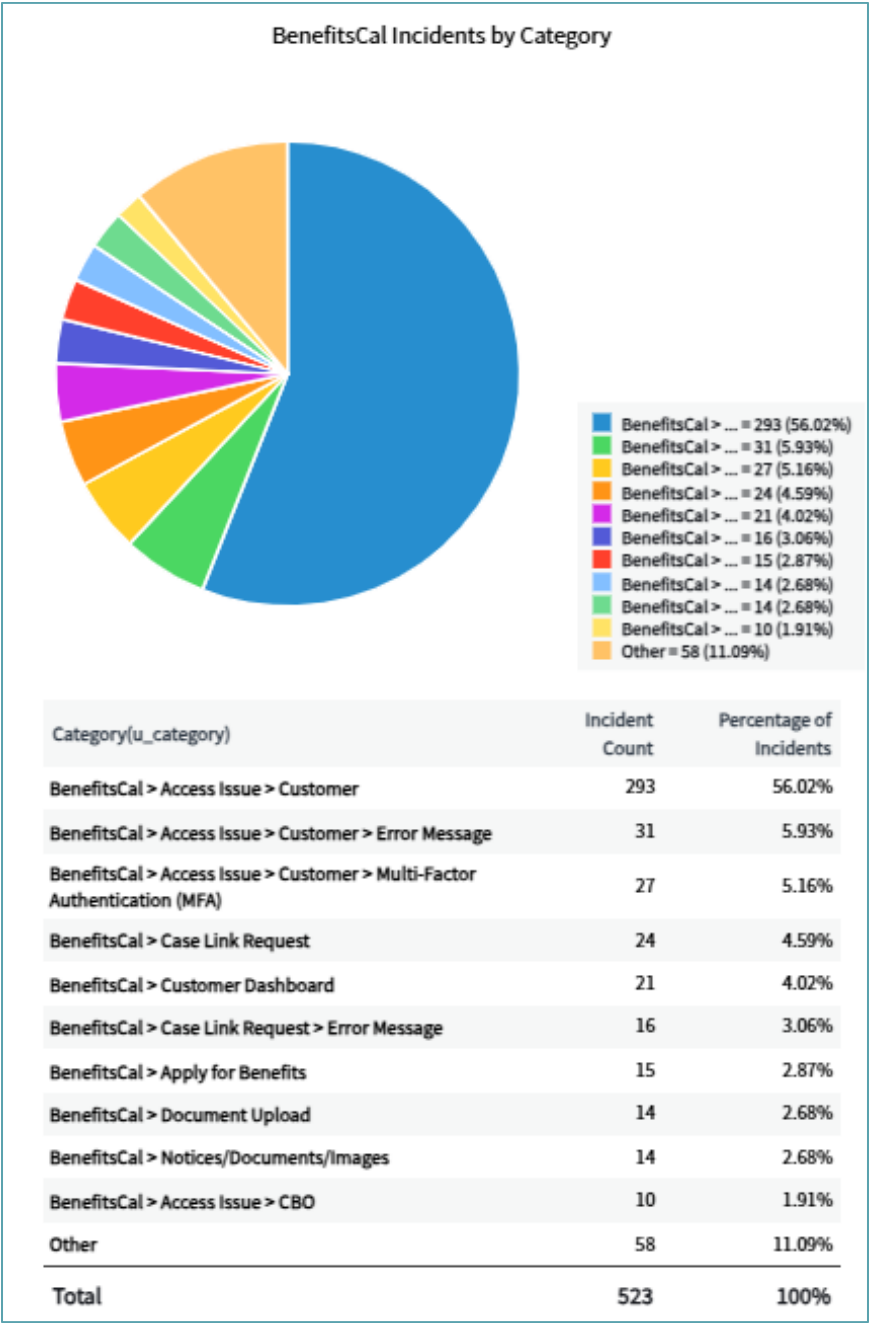


Figure 4.1.2-4.1.18 BenefitsCal ServiceNow Incidents Created by Category

**Note:** The pie chart above represents Incidents by Category created within the past two (2) months. The 58 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
418	Lobby Kiosk – Asprise License Expiration	04/27/2026	Infra – Tech Team
419	San Bernardino – Teleworkers Unable To Login	05/07/2026	Infra – Tech Team
420	Intermittent CalSAWS Access Issues	05/13/2026	Infra – ForgeRock 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
Analytics	1
Client Correspondence (GAGR CS)	6
Infra Cloud Ops	2
Infra Contact Center	21
Infra DBA	2
Infra ForgeRock	1
Infra GenAI	1
Infra Imaging	8
Infra Middleware	1
Infra ServiceNow	16
Infra Tech Support	1
Infra Tools	1
<b>Total</b>	<b>60</b>

Table 4.2-2: Infrastructure Production Defects

JIRA ID	CREATED	INFRASTRUCTURE TEAM	DESCRIPTION	STATUS
CA-301077	05/18/2026	Infra Imaging	External Agency – Images from Task Detail – Database Timeout	New
CA-301039	05/15/2026	Infra Contact Center	Agent logout status intermittently not updating	New
CA-301004	05/14/2026	Infra Imaging	External Agency – Reroute Documents to Generate Tasks	System Test
CA-300972	05/13/2026	Infra Contact Center	eCCP agent attendance token update	In Development
CA-300917	05/12/2026	Infra Contact Center	External Agency – AWS Real Time Metrics showing inconsistent results	New
NOW-1500	05/08/2026	Infra ServiceNow	County users able to see 168 new hardware catalog items after HAM go live	Documenting
CA-300833	05/08/2026	Infra Contact Center	External Agency – Some phrases in the Custom Vocabulary are not reflecting correctly in the transcripts	Assigned
CA-300674	05/04/2026	Infra Contact Center	Solano Post Call Survey Is Ending After Question One	Assigned
CA-300662	05/04/2026	Infra Contact Center	Orange County – Threshold langs – Max_Queue prompt in the Queue Transfer call flow	System Test
CA-300631	05/01/2026	Infra Contact Center	Update lambda names in eCCP_backend serverless file	System Test
CA-300555	04/29/2026	Infra Contact Center	Two RPA lambdas run time upgrade	System 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	Test Complete
CA-300324	04/23/2026	Infra Contact Center	Ventura County welcome bot routing for MediCal Combo cases not routing to MediCal Queue	Test Complete
CA-300321	04/23/2026	Analytics	Documents Captured Report is failing with RPT_MONTH is Null error	Assigned
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	External Agency – Document Capture Report not generating for 04/21/2026	In Development

JIRA ID	CREATED	INFRASTRUCTURE TEAM	DESCRIPTION	STATUS
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	System Test
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	In Development
CA-299836	04/13/2026	Infra Contact Center	LA-Calls on hold are not activating mute button	In Development
CA-299707	04/09/2026	Infra Imaging	External Agency – Some documents with barcodes are not getting classified correctly in OCR	New
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

JIRA ID	CREATED	INFRASTRUCTURE TEAM	DESCRIPTION	STATUS
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
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-295294	10/22/2025	Infra Tech Support	Splunk logs have a limited line limit and truncates the request payload if the encrypted text is too long (GAGR Service)	New
NOW-1452	10/8/2025	Infra ServiceNow	POA&M ACLs / List Edit lock down	To Do

JIRA ID	CREATED	INFRASTRUCTURE TEAM	DESCRIPTION	STATUS
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	Test Complete
NOW-1422	06/05/2025	Infra ServiceNow	PROD SLA malfunction	To Do
CA-286673	1/10/2025	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
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	Amador County   IOS Upgrade for County Cisco device from IOS current version 17.15.03 to 17.15.05 (Primary Devices)
05/04/26	05/05/26	San Benito County   IOS Upgrade for County Cisco device from IOS current version 17.15.03 to 17.15.05 (Primary Devices)

DATE (S)		ACTIVITY DESCRIPTION
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	05/06/26	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	Alpine County   IOS Upgrade for County Cisco device from IOS current version 17.15.03 to 17.15.05 (Primary Devices)
05/04/26	05/06/26	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	STANDARD - Weekly creation Change and Security Updates - Monday (May 4)
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	05/05/26	Remove unused security groups and associated rules for coreapp-training (#058264522586)
05/04/26	05/07/26	Remove unused security groups and associated rules for coreapp-staging (#339650810458)
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	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	ECR: Apply kernel solution for CVE-2026-31431 to non-prod RHEL9 servers
05/05/26	05/05/26	STANDARD - Weekly Linux Environment Patching – Tuesday 18:30 - 21:00 (May 5)
05/05/26	05/05/26	ECR: Apply kernel solution for CVE-2026-31431 to Prod RHEL9 servers
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	05/07/26	Delete unused SMTP IAM user - GAGR Dev/Test
05/06/26	05/08/26	Lambda function upgrade to runtime python3.13 in terraformcloud-mgmtsandbox Account

DATE (S)		ACTIVITY DESCRIPTION
05/06/26	05/06/26	Remediation of Snyk CA-300135 – Disable IMDSv1 and enable termination protection on Coreapp-Staging account
05/06/26	05/11/26	Update web load balancer security policy in OCAT Non-Prod
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	IAC code fix for Snyk vulnerabilities associated with CA-298736 in Coreapp Development
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	05/15/26	Create New WDTIP lambda for AT1,AT2,AT3 in coreapp-development account for 26.07 SCR CA-295024 SCATL Invalid Aid Code Validation
05/06/26	05/08/26	Decommission lambda functions and other resources for TR2 in staging account which are no longer in use from coreapp-staging
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	NON-PROD: Update infrastructure setup for automation of the Calabrio access key rotation process in all Contactcenter-nonproduction accounts
05/06/26	05/07/26	Mono County   IOS Upgrade for County Cisco device from IOS current version 17.15.03 to 17.15.05 (Primary Device)
05/06/26	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	05/08/26	Colusa County   IOS Upgrade for County Cisco device from IOS current version 17.15.03 to 17.15.05 (Primary Device)
05/06/26	05/08/26	Delete CloudWatch alarms in Analytics-Production-Fresno Account for Batperf2 RDS Cluster (analytics-production-fresno)
05/06/26	05/13/26	Update CloudFront Origin and Behavior for eCCP REST and WebSocket API Gateways and add new inline policy for Glue in IAM role with additional update in policy
05/06/26	05/08/26	Whitelist testviz and devnprint URLs for offshore workspaces
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	05/06/26	End of life UPS Replacement at 36061-San Bernardino, 10825 Arrow Route Rancho Cucamonga, CA 91730 US
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	Upgrade Lambda Function Runtime to Python 3.13 in Shared functions Non Production Account

DATE (S)		ACTIVITY DESCRIPTION
05/06/26	05/8/26	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	05/08/26	Decommission Unused Lambdas in contact center development account
05/06/26	05/08/26	Whitelist BenefitsCal Bitbucket and JIRA for offshore workspaces (workspaces-development-offshore)
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	Decommission of unused lambda function in application-development Account.
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	05/07/26	F5 Big-IP - Update SSL profile chain to remove Root CA from TLS Handshake
05/06/26	05/06/26	ServiceNow Release 26.05.06
05/06/26	05/11/26	Enable S3 replication from Return-Mail S3 bucket to Doc-Repo bucket Prod and DR
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	Configure redirection of port 80 and 9090 to point to 443 for the Checklist ALB in coreapp-prod (851725240334)
05/06/26	05/07/26	Remediation of deprecated SHA-1 cryptographic settings for SSH on network devices. QID-38909
05/06/26	05/06/26	ServiceNow : Update Equipment Add Catalog Item & POAM changes for Accenture BenefitsCal Team.
05/06/26	05/08/26	Create secrets for the PRBATCH_OPS user in PRREPO in coreapp-prod
05/06/26	05/11/26	Update CloudFront Origin and Behavior for eCCP REST and WebSocket API Gateways
05/06/26	05/08/26	Update the Security Group and Memory Size
05/06/26	05/07/26	Decommission – AWSNETTEST001 (10.76.76.235)
05/07/26	05/13/26	Standard Change: ForgeRock Testing in SandBox Environment 26.05.07-26.05.13
05/07/26	05/08/26	Plumas County   IOS Upgrade for County Cisco device from IOS current version 17.15.03 to 17.15.05 (Primary Device)
05/07/26	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	05/11/26	Update WAF Configuration for eCCP REST and WebSocket APIs via CloudFront
05/07/26	05/08/26	Upgrade AWS CLI version in coreapp-staging
05/07/26	05/07/26	Standard Change: ForgeRock AT Release 26.05.07

DATE (S)		ACTIVITY DESCRIPTION
05/07/26	05/07/26	Standard Change: ForgeRock Staging Environment Build 26.05.07
05/07/26	05/07/26	Standard Change: CalSAWS (WordPress) Production Website Plugin Updates
05/07/26	05/07/26	STANDARD - Weekly Linux Environment Patching – Thursday 18:30 - 20:30 (May 7)
05/07/26	05/08/26	Apply the latest Linux patches to GAGR Perf - May 7
05/07/26	05/07/26	CalSAWS Priority Release 26.05.07
05/07/26	05/07/26	Add SNMP user credentials site 38006 switches
05/07/26	05/08/26	Change cTR2-Online01C1-RHEL8 instance from r4.large to r6i.large
05/07/26	5/11/26	Upgrade runtime of application monitoring canaries in CloudWatch - GAGR PROD
05/07/26	05/07/26	Per CiS control id 17884 recommendation, adding vty access-list
05/07/26	05/07/26	Link existing LAPS GPO to OUs with server accounts in AD
05/08/26	05/08/26	Standard Change: ForgeRock AT DR Release 26.05.08
05/08/26	05/08/26	ECR: Apply Immediate mitigation solution for CVE-2026-43284 and CVE-2026-43500 (non-prod AL2023)
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	05/08/26	CalSAWS Priority Release 26.05.08
05/08/26	05/08/26	Monthly Equinix LA-3 OS patching - May (5/8)
05/08/26	05/08/26	ECR: Apply Immediate mitigation solution for CVE-2026-43284 and CVE-2026-43500 (Prod AL2023)
05/08/26	05/09/26	Remediation of Snyk CA-300135 – Disable IMDSv1 and enable termination protection on Coreapp-Prod account
05/08/26	05/10/26	April 2026 Oracle DB RU 19.31.0.0 .0 patching on Development and Assembly Test databases
05/09/26	05/09/26	ECR: Apply Immediate mitigation solution for CVE-2026-43284 and CVE-2026-43500 to non-prod RHEL8 servers
05/09/26	05/09/26	ServiceNow [CSM-DEV] Family EOL Upgrade: Install Zurich Patch 8 on SNC Instance – calsawsdev
05/09/26	05/09/26	ServiceNow [CSM-Training] Family EOL Upgrade: Install Zurich Patch 8 on SNC Instance – calsawstraining
05/09/26	05/09/26	ServiceNow [CSM-Test] Family EOL Upgrade: Install Zurich Patch 8 on SNC Instance – calsawstest
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

DATE (S)		ACTIVITY DESCRIPTION
05/10/26	05/10/26	ECR: Apply Immediate mitigation solution for CVE-2026-43284 and CVE-2026-43500 to Prod and DR RHEL8 servers
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	Upgrade PaloAlto Firewall and Panorama OS for Partner Connected Services
05/10/26	05/11/26	Upgrade runtime of Node.js Lambda functions – GAGR PROD and DR
05/10/26	05/10/26	ECR: Update AWS TGW RAM share and Route Table associations for Confluent Cloud Non-Prod Environment
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	Monthly Equinix SV-1 OS patching – May (5/10)
05/10/26	05/10/26	NTP servers ami refresh in shared services – May (5/10)
05/11/26	05/12/26	STANDARD – Weekly creation Change and Security Updates – Monday (May 11)
05/11/26	05/11/26	Standard Change: ForgeRock DEV DR Release 26.05.11
05/11/26	05/11/26	Retro: Deactivate Hardware Catalog Items
05/12/26	05/12/26	Decommissioning Mono Bridgeport site 26001
05/12/26	05/12/26	Standard Change: CalSAWS (Wordpress) Lower Environment Website Update
05/12/26	05/12/26	STANDARD – Weekly Linux Environment Patching – Tuesday 18:30 – 21:00 (May 12)
05/12/26	05/12/26	CalSAWS Priority Release 26.05.12
05/13/26	05/14/26	Open port 6200 for ONS connectivity from ONE-Online (AWS) to Dev Exadata (OCI) for GridLink configuration.
05/13/26	05/15/26	Increase memory for WDTIP lambdas for Perf in coreapp-development (#650244008899)
05/13/26	05/15/26	NON-PROD: Upgrade Java (Online + Batch) and April 2026 WLS Patches (Online) in coreapp-staging (#339650810458)
05/13/26	05/15/26	Address SNSTopic Reply Text Functionality (coreapp-development)
05/13/26	05/15/26	Create and publish test Microsoft Purview sensitivity labels for Office desktop application validation.
05/13/26	05/14/26	Non-Prod: Update Application Loqate Dataset in Spectrum Servers
05/13/26	05/15/26	Update contact center sharedfunction account number in Trust Relationship policy for "Contact_Center_Lambda_API_Role" Role in coreapp-development account
05/13/26	05/15/26	Recreate the "web-chat" lambda function in contact center nonproduction Account

DATE (S)		ACTIVITY DESCRIPTION
05/13/26	05/15/26	IAC Code fix for Snyk Vulnerabilities "cc-genai_call_summary" associated with defect CA-296262
05/13/26	05/14/26	Create a GPO giving the Power BI Gateway service account 'Log on as a service'.
05/13/26	05/13/26	Enable Analytics Data Lake & QuickSight for non-production LA-DCFS
05/13/26	05/15/26	IAM Users Key Rotation – GAGR Dev/Test
05/13/26	05/13/26	End of life UPS Replacement at 33080-Riverside, 5961 Mission Blvd, Riverside, CA 92509
05/13/26	05/15/26	Create DynamoDB Table and Update Memory Size to ForgeRock Lambda function
05/13/26	05/14/26	Decommission IAM user 'Calabrio_WFM_External' from contactcenter-sandbox-county-01
05/13/26	05/13/26	STANDARD – Weekly Linux Environment Patching – Wednesday 18:30 – 22:30 (May 13)
05/13/26	05/15/26	Decommission production AL2 Jira and BitBucket servers
05/13/26	05/13/26	ECR: Emergency PAN-OS Upgrade for Palo Alto Firewalls and Panorama Supporting Partner Connected Services
05/13/26	05/13/26	Decommission AWSLOG001 in coreapp-production-network account
05/13/26	05/13/26	ACL Update to restrict access to NTP services on Gold River project office Cisco switches
05/13/26	05/15/26	Address SNSTopic Reply Text Functionality (coreapp-staging)
05/13/26	05/14/26	Delete unused SMTP IAM user – GAGR DR
05/14/26	05/15/26	Upgrade Invicti software from 26.2.2 to 26.4.1
05/14/26	05/14/26	Jira Postgres RDS database upgrade from Postgres version 16.10 to 17.9 in coreapp-sandbox (#883685621503)
05/14/26	05/14/26	Bitbucket Postgres RDS database upgrade from Postgres version 16.10 to 17.9 in coreapp-sandbox (#883685621503)
05/14/26	05/14/26	Upscale Deloitte developers compute type to run complex IDEs and Softwares.
05/14/26	05/14/26	Standard Change: ForgeRock AT Release 26.05.14
05/14/26	05/17/26	GAGR CC PROD PUB PUSH and IMPLEMENTED PLAN (IP) for 05/17/26 (Shasta County)
05/14/26	05/14/26	Standard Change: ForgeRock Staging Environment Build 26.05.14
05/14/26	05/14/26	Standard Change: CalSAWS (WordPress) Production Website Plugin Updates
05/14/26	05/14/26	In-Place Upgrade of LinuxPatch2-RHEL8 server from RHEL 8.10 to 9.6
05/14/26	05/14/26	End of life UPS Replacement at 33339-Riverside, 201 Redlands Ave, Perris, CA 92571
05/14/26	05/15/26	San Bernardino County   IOS Upgrade for County Cisco device from IOS current version 17.15.03 to 17.15.05 (Secondary)

DATE (S)		ACTIVITY DESCRIPTION
05/14/26	05/14/26	CalSAWS Priority Release 26.05.14
05/14/26	05/14/26	Per CiS control id 17884 recommendation, adding vty access-list
05/15/26	05/15/26	Standard Change: ForgeRock AT DR Release 26.05.15
05/15/26	05/17/26	April 2026 Oracle DB RU 19.31.0.0 .0 patching on System Test databases
05/15/26	05/15/26	Standard Change: ForgeRock Dev Release 26.05.15
05/15/26	05/15/26	CalSAWS Priority Release 26.05.15
05/15/26	05/15/26	Enable Analytics Data Lake & QuickSight for LA-DCFS
05/16/26	05/16/26	Remove Manage Engine M365 Manager Plus
05/17/26	05/17/26	CalSAWS Release 26.05
05/17/26	05/17/26	CalSAWS Priority Release 26.05.17

Table 4.3.1-2: CalSAWS Upcoming Maintenance

DATE (S)		ACTIVITY DESCRIPTION
05/18/26	05/19/26	STANDARD – Weekly creation Change and Security Updates – Monday (May 18)
05/18/26	05/18/26	Standard Change: ForgeRock DEV DR Release 26.05.18
05/18/26	05/18/26	End of life UPS Replacement at 33343-Riverside, 12625 Heacock St, Moreno Valley, CA 92553
05/18/26	05/18/26	CalSAWS Priority Release 26.05.18
05/19/26	05/19/26	STANDARD – Weekly Linux Environment Patching – Tuesday 18:30 – 21:00 (May 19)
05/19/26	05/19/26	CalSAWS Priority Release 26.05.19
05/20/26	05/22/26	IAM Users That Do Not Belong To Groups (CloudCheckr finding)
05/20/26	05/22/26	Create DynamoDB "calsaws-amazon-quick-license-count" for eGain replacement
05/20/26	05/22/26	TF Drift: CCSharedFunctionsTraining(183295420712) – Resource Explorer Index Error
05/20/26	05/22/26	Riverside County   IOS Upgrade for County Cisco device from IOS current version 17.15.04d to 17.15.05 (Access Device)
05/20/26	05/21/26	IOS Upgrade for CDT Devices (Vacaville) from IOS Current Version 17.15.04 to 17.15.05 (Backup Path)
05/20/26	05/22/26	Riverside County   IOS Upgrade for County Cisco device from IOS current version 17.15.04d to 17.15.05 (Access Device)
05/20/26	05/22/26	Update the IAM Role policy for "iam-role-connect-cloudformation" to grant permissions for updating the assume role
05/20/26	05/22/26	Create Lambda function and DynamoDB table to customize the message to display in BenefitsCal Web Chat
05/20/26	05/22/26	Workspaces URL Whitelist to enable Offshore access to OCAT Dev/Test environments through AWS OffShore Workspaces (Security Team)
05/20/26	05/22/26	Add new Confluent CIDR block 198.18.93.0/23 in SG/NACL

DATE (S)		ACTIVITY DESCRIPTION
05/20/26	05/22/26	Add an outbound Rule to Security Group to allow connectivity to CDCR Partner coreapp-staging
05/20/26	05/20/26	STANDARD – Weekly Linux Environment Patching – Wednesday 18:30 – 22:30 (May 20)
05/20/26	05/20/26	CalSAWS Priority Release 26.05.20
05/20/26	05/22/26	Disable Server access logging on the calsaws-s3-de-pr-1 bucket
05/20/26	05/20/26	Add internal CalSAWS Root CA certificate to Qualys Scanner Trusted CA store
05/20/26	05/21/26	Update SolarWinds Software: 2025.2 -> 2026.1.1
05/21/26	05/22/26	Integrate additional BenefitsCal logs into Splunk and give access to BenefitsCal dev team
05/21/26	05/24/26	April 2026 patching on coreapp-development Oracle Enterprise Manager and agents
05/21/26	05/21/26	Standard Change: ForgeRock AT Release 26.05.21
05/21/26	05/21/26	Standard Change: ForgeRock Staging Environment Build 26.05.21
05/21/26	05/21/26	STANDARD – Weekly Linux Environment Patching – Thursday 18:30 – 20:30 (May 21)
05/21/26	05/22/26	Upgrade DynaTrace Agent Version on Non-prod Static EC2 Instances
05/21/26	05/21/26	CalSAWS Priority Release 26.05.21
05/22/26	05/22/26	Standard Change: ForgeRock AT DR Release 26.05.22
05/22/26	05/22/26	ATT 20M circuit handoff (hot cut) at Site 12003 (New Site)
05/22/26	05/22/26	TR2/Ptrain : Upgrade Java (Online + Batch) and April 2026 WLS Patches (Online) in coreapp-training (#058264522586)
05/22/26	05/23/26	CT, PRT: Upgrade Java (Online + Batch) and April 2026 WLS Patches(Online) in coreapp-county (#730335359990)
05/22/26	05/22/26	Standard Change: ForgeRock Dev Release 26.05.22
05/22/26	05/22/26	STANDARD – Weekly Linux Environment Patching – Friday 18:30 – 22:30 (May 22)
05/22/26	05/23/26	Rotate administrative system credentials – Development and Assembly test databases
5/23/26	05/23/26	April 2026 Oracle DB RU 19.30.0.0 .0 patching on Coreapp Staging databases
5/23/26	05/23/26	STANDARD – Weekly Linux Environment Patching – Saturday 13:30 – 22:30 (May 23)
05/23/26	05/24/26	PROD: Update Application Loqate Dataset in Spectrum Servers

### 4.3.2 Deployments

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

Table 4.3.2-1: CalSAWS Deployments Completed

RELEASE NUMBER	DEPLOYMENT DATE
Baseline Release 26.05	05/17/2026
Priority Release 26.05.15	05/15/2026

RELEASE NUMBER	DEPLOYMENT DATE
Priority Release 26.05.14	05/14/2026
Priority Release 26.05.12	05/12/2026
Priority Release 26.05.08	05/08/2026
Priority Release 26.05.07	05/07/2026

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

There were no Infrastructure SLA misses for the reporting period.

### 4.3.4 CalSAWS Production Planned Outages Calendar 2026

The CalSAWS Production Planned Outages Calendar, provided in the following figure, notifies Counties of upcoming scheduled downtimes for CalSAWS Production due to releases and planned maintenance windows. The calendar is available on the CalSAWS Communication Portal under the following path including additional details on legends used:

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

Legend																
Unavailable	Reduced Availability															
Available																
Activity Description	Start Date	Start Time	End Date	End Time	CalSAWS Core	BenefitsCal	Imaging	Contact Center	ADHOC / APEX	ForgeRock	CallHeers	OCAT	Central Print	Training Production	Communication Method	Communication Sent Date
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											CIT 0071-26	4/21/2026
BenefitsCal Release 26.05.14	05/14/26	11:30 PM	05/15/26	12:30 AM											Broadcast Email	5/14/2026
CalSAWS Release 26.05	05/17/26	6:00 AM	05/17/26	1:00 PM											Broadcast Email	5/15/2026
BenefitsCal Release 26.05.17	05/17/26	8:00 AM	05/17/26	9:30 AM											CIT 0075-26	4/27/2026
															Broadcast Email	5/15/2026
Imaging (Hyland) Maintenance	05/22/26	10:00 PM	05/23/26	1:00 AM											Broadcast Email	5/12/2026
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 0082-26	5/12/2026
															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. This CPO has been cancelled at the request of the Consortium. Items listed in the CPO will be procured and provided to the County at no cost to the County.
Riverside	Riverside Boca printer refresh effort has been completed.
San Benito	Boca refresh effort for San Benito has been completed.
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.
Kern	Printer refresh for Kern has been completed.
Los Angeles	LA County will be testing modern Lobby for potential replacement of the County IPAD setup currently in use. 2 Accounts will be created for LA County. Testing will be done on Samsung Galaxy Tablets.
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. Fresno and San Luis Obispo have been completed.

No updates: Alameda, Alpine, Amador, Butte, Calaveras, Colusa, Del Norte, El Dorado, Fresno, Glenn, Humboldt, Imperial, Inyo, Kern, Kings, Lake, Lassen, 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 was delivered with CalSAWS Release 26.05. Exstream training for the County Exstream Administrators is scheduled for June 30 and July 1.

- The Kern County GA/GR Automated Solution Opt-In (GAGR-763) county purchase order for Exstream Development has been approved. Project Kick-off schedule for June 1, 2026.
- 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.
- The Marin County GA/GR Automated Solution Opt-In (GAGR-935) county purchase order for Exstream Development is 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 was implemented in production on 5/1 – 5/2 successfully. HAM OWD documentation has been submitted for review by Consortium. Upcoming training for Infrastructure staff planned next period.
- Software Asset Management (SAM)
  - SAM was implemented in production on 5/1 – 5/2 successfully. SAM OWD documentation has been submitted for review by Consortium. Upcoming training for Infrastructure staff planned next period.

### 7.2 Oracle Database@AWS Migration

- Continuing to execute daily Oracle Working sessions.
- Partner fully validated the new Exadata Non-Prod environment refresh process
- Executing final production and DR Exadata resource plans & documentation

### 7.3 Communications Portal

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

### 7.4 Analytics

- Obtained Power BI trial licenses, implemented and provided to M&E teams. Working through a request for Offshore access in AWS Workspaces
- AT9, a new analytics environment approved via TBCR, planned implementation of June 04, 2026 is in progress.

## 7.5 Contact Center Modernization Phase 1 – eGain Replacement

- Completed Historical Reports field definition in Quick Suite.
- Completed Real-Time Report Development.
- Complete ECCP Development
- Complete System Test for Historical and Real-Time Reports **Due: 05/26**

## 7.6 IAM Replacement

- Requirements gathering sessions with vendor completed and team is reviewing design proposal.
- Working with BenefitsCal and M&E teams to align integration points and developing detailed estimates.
- Preparing ARB initial documents for submission in May.

## 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-301048	05/15/2026	Infra Contact Center	RPA updates to workload assignment	In Development
CA-301006	05/14/2026	Infra Tools	Jira PRD – Slowness: Convert Inline ScriptRunner Scripts to File-Based	Design in Progress
CA-300999	05/14/2026	Infra Contact Center	Los Angeles – Reduce the number of returns CCB attempts from 3 to 2	New
NOW-1501	05/14/2026	Infra ServiceNow	ServiceNow creates duplicate roll on tasks	To Do
CA-300962	05/13/2026	Infra ForgeRock	Replace IAM solution from ForgeRock with Okta	New
CA-300921	05/12/2026	Infra Contact Center	Create Call Summarization KPI Dashboard in Amazon Quick	New
CA-300874	05/11/2026	Infra DBA	Convert Analytics RDS database to Global cluster in production only	New
CA-300873	05/11/2026	Infra DBA	Convert MISC RDS database to Global cluster in production only	New
CA-300793	05/07/2026	Infra Contact Center	Enabling Pro-Author Licensing in Amazon Quick	New
CA-300792	05/07/2026	Infra Contact Center	CalSAWS – eGain Decommission Changes	New

JIRA ID	CREATED	INFRA TEAM	DESCRIPTION	STATUS
CA-300791	05/07/2026	Infra Cloud Ops	SFTP server and connectivity setup between CARES and CALSAWS	New
CA-300789	05/07/2026	Infra Contact Center	Santa Clara – Craig vs Bonta Clerical Queue Closure	New
CA-300788	05/07/2026	Infra Contact Center	Update Agent Available Flow Routing for Queue Transfer Calls	Design in Progress
NOW-1499	05/05/2026	Infra ServiceNow	AskCalSAWS Updates (2026)	Docomenting
CA-300684	05/05/2026	Infra Contact Center	SB 1289 – Footnote updates	New
GAGR-1010	05/01/2026	Client Correspondence	GA/GR Form update – 2124 CAAP Workforce Services Office Appointment	System Test
CA-300613	04/30/2026	Infra Contact Center	Ventura County Max Queue handling	New
CA-300514	04/28/2026	Infra Tools	Create Non-Production Confluent Environment and Cluster	In Development
GAGR-1007	04/28/2026	Client Correspondence	Testing Only – Validation of CalSAWS-3 and CalSAWS-4 Common NOAs for Reason Codes not testable in R26.05	System Test
CA-300470	04/27/2026	Infra Tools	Upgrade Bitbucket from 9.4.12 to 10.2.2 LTS	In Development
CA-300460	04/27/2026	Infra Tools	Atlassian Jira upgrade from 10.3.10 to 11.3.3 LTS due to vulnerabilities in current version	In Development
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
CA-300270	04/22/2026	Infra Contact Center	Change all eCCP references from “César Chavez Day” to “Farmworkers Day”	Pending Approval
GAGR-995	04/16/2026	Client Correspondence	Updates to GA QR7	Design in Progress
CA-299641	04/08/2026	Infra GenAI	Call summarization – Group 4B	New
CA-299640	04/08/2026	Infra GenAI	Call summarization – Group 4A	New

JIRA ID	CREATED	INFRA TEAM	DESCRIPTION	STATUS
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
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-298920	03/24/2026	Infra Contact Center	Update Contact Center MySQL Database versions	Approved
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	Pending for Validation
NOW-1480	03/17/2026	Infra ServiceNow	Update Incident Notification to exclude work notes text in the email.	Done
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

JIRA ID	CREATED	INFRA TEAM	DESCRIPTION	STATUS
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	System Test
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	Napa County Contact Center Implementation	New
CA-298395	03/04/2026	Infra Imaging	Add MC Work Requirement Documents to Imaging	Approved
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
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-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

JIRA ID	CREATED	INFRA TEAM	DESCRIPTION	STATUS
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	Test Complete
CA-297802	02/13/2026	Infra Contact Center	Welcome Bot Smart Routing – Update Intent & Program Recognition Implementation Wave 2 – Sacramento, Placer, Yolo & Solano	Pending Approval
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 – Sutter, Butte, Yuba & Stanislaus	New
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	New

JIRA ID	CREATED	INFRA TEAM	DESCRIPTION	STATUS
			(REORG) in CalSAWS Oracle databases – Phase 2	
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)	System Test
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 Implementation-Wave 1 San Luis Obispo, Shasta	Test Complete
CA-296926	01/7/2026	Infra Contact Center	Welcome Bot Smart Routing – Update Intent & Program Recognition Implementation Pilot-Humboldt County	Test Complete
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	12/5/2025	Infra Imaging	Enhance the handling of BenefitsCal document uploads to link to a case based on the form name	New

JIRA ID	CREATED	INFRA TEAM	DESCRIPTION	STATUS
CA-296141	12/2/2025	Infra Contact Center	Santa Clara Contact Center – Turn on Post Call Survey Functionality	Approved
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	In Development
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 Assembly Test
CA-295539	11/3/2025	Infra Contact Center	RPA processing logic analysis and logic update	Approved
NOW-1456	10/31/2025	Infra ServiceNow	Cannot find/recover draft created in ServiceNow	Done
NOW-1451	10/07/2025	Infra ServiceNow	Allow Cross scope privilege from 'AWS Service Management Connector' app to "sc_cat_item_category" table	Docomenting
NOW-1450	10/03/2025	Infra ServiceNow	new AWS Change Request type	Docomenting
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	Test Complete
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	System Test

JIRA ID	CREATED	INFRA TEAM	DESCRIPTION	STATUS
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 Extream 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
CA-293388	08/04/2025	Infra ForgeRock	Migrate AWS PinPoint to AWS End User Messaging	Pending Approval
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
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
CA-291383	05/29/2025	Infra Contact Center	AWS Queue Depth Report	New

JIRA ID	CREATED	INFRA TEAM	DESCRIPTION	STATUS
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	Approved
CA-290786	05/08/2025	Infra Contact Center	External Partner – Enable Calabrio Live Monitor for better view – Calabrio Vendor – PFR	New
CA-290785	05/08/2025	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

JIRA ID	CREATED	INFRA TEAM	DESCRIPTION	STATUS
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	Pending Rejection
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
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
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

JIRA ID	CREATED	INFRA TEAM	DESCRIPTION	STATUS
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
CA-279531	06/19/2024	Infra Contact Center	Fresno– Contact Center: Max Queue Data Stats – Report	New

JIRA ID	CREATED	INFRA TEAM	DESCRIPTION	STATUS
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	New
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	New
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-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

JIRA ID	CREATED	INFRA TEAM	DESCRIPTION	STATUS
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 the "Queue Hold Messages" – Admin Page – to allow for WAV files and foreign language handling.	New
CA-276392	04/10/2024	Infra Contact Center	Adding ability to reference AWS s3 stored prompts in	New

JIRA ID	CREATED	INFRA TEAM	DESCRIPTION	STATUS
			the "Informational Messages" – Admin Page	
CA-276390	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
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

JIRA ID	CREATED	INFRA TEAM	DESCRIPTION	STATUS
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	In Assembly Test
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**

