

# CalSAWS

California Statewide Automated Welfare System



## Bi-Weekly Status Report

### CalSAWS Infrastructure

Reporting Period: May 18, 2026 – May 31, 2026

|                                                                                                                                        |           |
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# Bi-Weekly Status – CalSAWS Infrastructure

## EXECUTIVE SUMMARY

The following table includes the highlights for the reporting period.

Table 0-1: Status Dashboard

| TOPIC        | HIGHLIGHTS FOR THE REPORTING PERIOD                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
|--------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Availability | <ul style="list-style-type: none"> <li>The CalSAWS Imaging Solution (Hyland) experienced an issue that caused CalSAWS users to not be able to view or capture images on May 26, 2026, from 7:54 AM to 1:15 PM. APIs were not affected.</li> <li>eGain experienced an issue that caused users intermittent issues accessing eGain starting at 2:13 PM on May 22, 2026, resolving with a Microsoft change the night of May 26, 2026.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| Defects      | There are 56 active Infrastructure Production defects.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| Incidents    | <ul style="list-style-type: none"> <li><b>RESOLVED:</b> PRB0053563 – Starting at 11:00 AM on May 27, 2026, Merced County users at the 2115 Wardrobe Ave site are experiencing issues accessing CalSAWS and associated systems. Merced County users at the Wardrobe Ave site will experience issues accessing CalSAWS and associated systems until the issue is resolved. The CalSAWS Network team is actively investigating the issue with Telecommunication provider (TPx). An update will be provided when additional information becomes available. As of 11:18 AM on May 27, 2026, issue has been resolved. Users at the Wardrobe Ave site are able to access CalSAWS and the associated systems. The CalSAWS team worked with the county to address the issue with faulty UPS and restored power at the site.</li> <li><b>RESOLVED:</b> PRB0053562 – Starting at 7:00 AM on May 27, 2026, Multiple reports have not been generated in production for all counties. Latest version of these reports will not be available until the issue is resolved. Details: The names of the impacted reports are the following: <ul style="list-style-type: none"> <li>Supplemental Benefit Issuance Warrant Register</li> <li>WINS Benefit Production Reconciliation Report</li> <li>WINS Benefit Issuance Register Daily Report</li> <li>Unrecorded EBT Payment Report</li> <li>Vendor Payroll Warrant Register Daily Report</li> <li>Supplemental Benefit Manual Warrant Issuance Register</li> <li>Supplemental Benefit Issuance Direct Deposit Register</li> <li>Unposted Receipt Report</li> <li>Benefit Issuance EBT Register</li> </ul> </li> </ul> |

| TOPIC | HIGHLIGHTS FOR THE REPORTING PERIOD                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
|-------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|       | <ul style="list-style-type: none"> <li>○ Integrated Service Payment / Valuable Detail Claiming Report (Daily)</li> </ul> <p>Defect CA-301371 has been created to track this issue. CalSAWS project team is actively investigating this issue. An update will be provided when the issue is resolved. As of 8:28 AM on May 27, 2026, the issue has been resolved. Users are now able to view the latest version of the impacted reports listed above.</p> <ul style="list-style-type: none"> <li>▪ <b>RESOLVED:</b> PRB0053554 – Starting at 7:54 AM on May 26, 2026, Users are experiencing issues viewing and capturing images in the CalSAWS imaging solution (Hyland). Users will experience issues opening and capturing images in the CalSAWS imaging solution until the issue is resolved. The project team is actively working with the CalSAWS imaging vendor (Hyland) to investigate the issue. This does not impact the ability for customers to upload images from BenefitsCal and image transfers using the Imaging Application Programming Interface (API) from external sources. An update will be provided as additional information becomes available. Update: The CalSAWS imaging vendor (Hyland) continues to troubleshoot the issue and plans to perform remediation actions during the lunch hour that may resolve the issue. users continue to experience issues viewing or capturing images in Hyland. The project team continues to monitor updates from Hyland, and an update will be provided as additional information becomes available. Update #2: Hyland performed remediation actions and restarted impacted imaging services. Users are now able to view and capture images in Hyland. Users are advised to clear their browser cache and log in again if they continue to experience the issue. Additionally, during the document capture process, users should review capture configurations such as selected scanner and capture profile before capturing images as preferences may not be saved. Update #3: Users continue to be able to view and capture images in Hyland. The project team and Hyland will continue to monitor imaging solution performance for continued stability throughout the week. As of 1:15 PM on May 26, 2026, issue has been resolved. The project team and Hyland observed continued stability with the imaging solution throughout the week. Additionally, Hyland confirmed scanner and capture profile preferences are being saved as normal.</li> <li>▪ <b>RESOLVED:</b> PRB0053551 – Starting at 2:13 PM on May 22, 2026, some users are experiencing intermittent issues accessing eGain. Users may not be able to access eGain until the issue is resolved. Workaround: It is recommended that users experiencing issues accessing eGain clear their browser cache and try again. Details: CalSAWS project and the vendor, eGain, are actively investigating the issue.</li> </ul> |

| TOPIC | HIGHLIGHTS FOR THE REPORTING PERIOD                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
|-------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|       | <p>An update will be provided when additional information becomes available. Update: The vendor team advised of an eGain update last night, May 21, 2026, which may have caused a browser cache issue for some users. Users still experiencing eGain access issues should follow the workaround instructions provided above. The project and vendor team will continue to monitor through next week. An update will be provided when the issue is confirmed resolved or additional information becomes available.</p> <p>Update#2: The vendor team continues to investigate the issue, as this may be tied to an ongoing Microsoft issue regarding their Azure B2C services. Microsoft advised the vendor that the issue is affecting multiple customers and is not isolated to eGain. The project and vendor team continue to monitor, and an update will be provided when the issue is resolved. As of 7:10 AM on May 27, 2026, issue is now resolved. The vendor team advised the project team that Microsoft identified and reverted changes last night, May 26, 2026, which were impacting eGain and other customers. The project team has been monitoring and confirmed users are now able to access eGain without any issues.</p> <ul style="list-style-type: none"> <li>▪ <b>RESOLVED:</b> PRB0053535 – Starting at 4:25 PM on May 19, 2026, on a reapplication for CalFresh, Expedited Services are not granted to the household for the current month, even when all criteria is met. Benefits may not be issued timely for households that should be granted Expedited Services until the issue is resolved. Users can update the Immediacy Indicator field on the CalFresh EDBC Summary page to Rush. Defect CA-301147 has been created to track this issue. The project team is actively investigating the issue. An update will be provided when the issue is resolved. As of 9:03 PM on May 21, 2026, the issue has been resolved with the deployment of Defect CA-301147 on May 21, 2026. On a reapplication for CalFresh, Expedited Services are now being granted to the household for the current month when all criteria is met. The CalSAWS project team will correct the previously run cases in a future release.</li> <li>▪ <b>RESOLVED:</b> PRB0053536 – Starting at 4:11 PM on May 19, 2026, The CF 886 (8/25) is being generated with incorrect information. The CF 886 (8/25) will be generated with incorrect information until the issue is resolved. The following fields are currently being populated incorrectly:             <ol style="list-style-type: none"> <li>1. ABAWD calendar end date – The 36 month period should display January 1, 2026, through December 31, 2028. However, the end date is currently showing as December 12, 2028.</li> <li>2. The work registration and ABAWD exemption reason fields are being truncated.</li> </ol> </li> </ul> |



| TOPIC | HIGHLIGHTS FOR THE REPORTING PERIOD                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
|-------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|       | <p>Defect CA 301148 has been created to track this issue and is scheduled for deployment tonight, May 21, 2026. Additionally, defect CA-301212 has been created to regenerate the CF 886 for all impacted cases immediately after defect CA 301148 is deployed to production. An update will be provided once both defects are resolved. As of 9:03 PM on May 21, 2026, the issue has been resolved with the deployment of Defect CA-301148 on May 21, 2026. Additionally, Defect CA-301212 is planned to regenerate CF 886 for all impacted cases on May 28, 2026. The CF 886 (8/25) is now being generated with the correct information.</p> <ul style="list-style-type: none"> <li>▪ <b>RESOLVED:</b> PRB0053533– Starting at 1:58 PM on May 19, 2026, Riverside County users at the 201 Redlands Ave, Perris site are unable to access CalSAWS and associated systems. Riverside County users at the Perris site will experience issues accessing CalSAWS and associated systems until the issue is resolved. The CalSAWS project team is investigating the issue with the Telecommunication provider (TPx). An update will be provided when additional information becomes available. Local county contact confirmed users at the 201 Redlands Ave, Perris, site are able to access CalSAWS and associated systems through their main data office. The project team continues to monitor for updates from TPx. An update will be provided when additional information becomes available. Update: The telecommunication provider (TPx) advised there was a local internet outage reported for the carrier, Spectrum. A TPx technician has been dispatched to verify connections between the devices onsite tomorrow, May 20, 2026, with an estimated time of arrival of 5:30 PM. An update will be provided when additional information becomes available. As of 6:08 PM on May 20, 2026, the issue has been resolved. TPx confirmed the connectivity at the site is restored. Riverside county users at the Perris site are able to access CalSAWS and associated systems.</li> <li>▪ <b>RESOLVED:</b> PRB0053507 – Starting at 12:00 PM on May 18, 2026, additional reassignments are being added to the worker when cases are transferred from one worker to multiple workers. The worker reassignment logic from one worker to multiple workers isn't functioning as expected. This issue is normally observed when the reassignment frequency is selected as immediate and the reassignment is spread across multiple workers. Workaround: The worker reassignment feature for transferring the case load should be used from one worker to another worker rather than one worker to multiple workers for "immediate" frequency option until this issue is resolved. Details: The project team is actively investigating the issue. Defect CA-300835 has been created and is being targeted for a priority release deployment on Thursday May 28, 2026.</li> </ul> |

| TOPIC | HIGHLIGHTS FOR THE REPORTING PERIOD                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
|-------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|       | <p>An update will be provided when the issue is resolved. As of 7:17 PM on May 28, 2026, issue has been resolved with the deployment of Defect CA-300835 on May 28, 2026. The worker reassignment logic from one worker to multiple workers is now functioning as expected.</p> <ul style="list-style-type: none"> <li>▪ <b>RESOLVED:</b> PRB0053517 – Starting at 10:00 AM on May 18, 2026, users are unable to accept EDBC due to an ABAWD hard validation when attempting to run recertification for June benefit month with recertification due in May. Users will be unable to accept EDBC due to an ABAWD hard validation when attempting to run recertification for June benefit month with recertification due in May until the issue is resolved. Workaround: Users can add ABAWD screening information with the screening information begin month as the EDBC benefit month's begin date. Details: Defect CA-301088 has been created for this issue. The project team is actively investigating the issue. An update will be provided when the issue is resolved. As of 7:26 PM on May 19, 2026, issue has been resolved with the deployment of Defect CA-301088 on May 19, 2026. Users are now able to accept EDBC without encountering the ABAWD hard validation when attempting to run recertification for June benefit month with recertification due in May.</li> <li>▪ <b>RESOLVED:</b> PRB0053520 – Starting at 9:37 AM on May 18, 2026, users have reported that workload assignment uploads are failing. Workload assignment uploads may fail until the issue is resolved. Workaround: Workers can individually assign workload from the Workload Reassignment Detail page. Details: Defect CA-301092 has been created to track this issue. The project team is actively investigating the issue, and an update will be provided when it is resolved. As of 9:03 PM on May 21, 2026, issue has been resolved with the deployment of Defect CA-301092 on May 21, 2026. Users are now able to successfully complete the workload assignment.</li> <li>▪ <b>RESOLVED:</b> PRB0053518 – Starting at 9:18 AM on May 18, 2026, some users are reporting that the GEN 102 form is being populated with worker information as the logged-in worker instead of the assigned worker. The GEN 102 form will be incorrectly populated until the issue is resolved. Workaround: The user can select a program and generate the GEN 102 form with the correct worker information via the Template Repository. Details: Defect CA-301089 has been created to track this issue. The project team is actively investigating the issue. An update will be provided when the issue is resolved. As of 7:18 PM on May 18, 2026, the issue has been resolved with the deployment of Defect CA-301089 on May 18, 2026. The GEN 102 form is now correctly populated with expected worker information.</li> <li>▪ <b>RESOLVED:</b> PRB0053515 – Starting at 8:13 AM on May 18, 2026, Los Angeles County users are reporting that they are unable to modify or print the GEN 102 form after generation. Los Angeles County users will be unable to modify or print the GEN 102 form after generation until the issue is resolved.</li> </ul> |



| TOPIC                       | HIGHLIGHTS FOR THE REPORTING PERIOD                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
|-----------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                             | Workaround: Users may generate, modify, and print the GEN 102 form via the Template Repository until defect CA-301087 is resolved. Please review the content to ensure accuracy before printing the form. Details: Defect CA-301087 has been created to track this issue. The project team is actively investigating the issue, and an update will be provided when it is resolved. As of 7:18 PM on May 18, 2026, the issue has been resolved with the deployment of Defect CA-301087 on May 18, 2026. Los Angeles County users are now able to modify and print the GEN 102 form. |
| Maintenance/<br>Deployments | <ul style="list-style-type: none"> <li>05/29/2026: Maintenance – IAM (ForgeRock) Maintenance</li> <li>05/29/2026: Deployment – Priority Release 26.05.29 (CHG0059666)</li> <li>05/28/2026: Deployment – Priority Release 26.05.28 (CHG0059457)</li> <li>05/21/2026: Deployment – Priority Release 26.05.21 (CHG0059459)</li> <li>05/20/2026: Maintenance – Imaging (Hyland) Maintenance</li> <li>05/19/2026: Deployment – Priority Release 26.05.19 (CHG0059456)</li> <li>05/18/2026: Deployment – Priority Release 26.05.18 (CHG0059454 &amp; CHG0059455)</li> </ul>               |
| Milestones                  | <ul style="list-style-type: none"> <li>Five (5) Production Deployments during this reporting period.</li> <li>One Hundred and Seven (107) Change Requests (CHG) deployed during this reporting period.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                   |

## PROJECT MANAGEMENT

The following table presents deliverables in progress during the reporting period.

Table 0-1: Overall Summary of Deliverable Status for Current Reporting Period

| DEL #                 | DELIVERABLE NAME                        | STATUS                         | NEXT DEADLINE                         |
|-----------------------|-----------------------------------------|--------------------------------|---------------------------------------|
| I-D02 –<br>Appendix G | Service Desk Plan                       | Addressing<br>DDEL<br>Comments | Submit FDEL<br>06/03/2026             |
| I-D02 –<br>Appendix L | BenefitsCal Technical Service Desk Plan | DDEL in Review                 | DDEL Review<br>Complete<br>06/01/2026 |

## COMMUNICATIONS MANAGEMENT

This section includes communications distributed and outage notifications.

### Distributed Communications

CalSAWS Communications Management activities are included on the following table.

Table 0-1: Communications

| CATEGORIES                              | SUBJECT                                                                                                                    | COUNT | DISTRIBUTION DATE (s) |
|-----------------------------------------|----------------------------------------------------------------------------------------------------------------------------|-------|-----------------------|
| CIT                                     | CIT 0094-26 Scheduled Downtime Notification – 06/14/2026                                                                   | 2     | 05/27/2026            |
|                                         | CIT 0091-26 Scheduled Downtime Notification – 06/07/2026                                                                   |       | 05/21/2026            |
| Scheduled CalSAWS Maintenance           | CalSAWS Broadcast >> Scheduled CalSAWS Maintenance – 06/07/2026, 6:00 AM to 2:00 PM                                        | 2     | 05/27/2026            |
|                                         | CalSAWS Broadcast >> Scheduled CalSAWS Maintenance – 05/29/2026, 10:00 PM to 2:00 AM, 5/30/2026                            |       | 05/21/2026            |
| Scheduled BenefitsCal Maintenance       | CalSAWS Broadcast >> Scheduled BenefitsCal Maintenance – 05/28/2026, 8:00 PM to 10:00 PM                                   | 1     | 05/27/2026            |
| Scheduled EBT Maintenance               | None                                                                                                                       |       |                       |
| CalSAWS County Executive Communications | Resolved – CalSAWS County Executive Communication – Users are Experiencing Issues Viewing and Capturing Images in CalSAWS  | 12    | 05/29/2026            |
|                                         | Resolved – CalSAWS County Executive Communication – Merced County – CalSAWS Access Issue                                   |       | 05/27/2026            |
|                                         | New – CalSAWS County Executive Communication – Merced County – CalSAWS Access Issue                                        |       | 05/27/2026            |
|                                         | Update #4 – CalSAWS County Executive Communication – Users are Experiencing Issues Viewing and Capturing Images in CalSAWS |       | 05/27/2026            |
|                                         | Update #3 – CalSAWS County Executive Communication – Users are Experiencing Issues Viewing and Capturing Images in CalSAWS |       | 05/26/2026            |
|                                         | Update #2 – CalSAWS County Executive Communication – Users are Experiencing Issues Viewing and Capturing Images in CalSAWS |       | 05/26/2026            |

| CATEGORIES         | SUBJECT                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | COUNT | DISTRIBUTION DATE (S)                                                                                                                                                                                                                                                                                     |
|--------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                    | Update – CalSAWS County Executive Communication – Users are Experiencing Issues Viewing and Capturing Images in CalSAWS                                                                                                                                                                                                                                                                                                                                                                       |       | 05/26/2026                                                                                                                                                                                                                                                                                                |
|                    | New – CalSAWS County Executive Communication – Users are Experiencing Issues Viewing and Capturing Images in CalSAWS                                                                                                                                                                                                                                                                                                                                                                          |       | 05/26/2026                                                                                                                                                                                                                                                                                                |
|                    | Resolved – CalSAWS County Executive Communication – Riverside County – Perris Site – CalSAWS Access Issue                                                                                                                                                                                                                                                                                                                                                                                     |       | 05/21/2026                                                                                                                                                                                                                                                                                                |
|                    | Update #2 – CalSAWS County Executive Communication – Riverside County – Perris Site – CalSAWS Access Issue                                                                                                                                                                                                                                                                                                                                                                                    |       | 05/19/2026                                                                                                                                                                                                                                                                                                |
|                    | Update – CalSAWS County Executive Communication – Riverside County – Perris Site – CalSAWS Access Issue                                                                                                                                                                                                                                                                                                                                                                                       |       | 05/19/2026                                                                                                                                                                                                                                                                                                |
|                    | New – CalSAWS County Executive Communication – Riverside County – Perris Site – CalSAWS Access Issue                                                                                                                                                                                                                                                                                                                                                                                          |       | 05/19/2026                                                                                                                                                                                                                                                                                                |
| Issue Notification | Resolved – PRB0053554<br>Resolved – PRB0053507<br>---<br>Resolved – PRB0053551<br>Resolved – PRB0053563<br>New – PRB0053563<br>Update#3 – PRB0053554<br>Resolved – PRB0053562<br>New – PRB0053562<br>---<br>Update#2 – PRB0053551<br>Update#2 – PRB0053554<br>Update – PRB0053554<br>Resolved – PRB0053520<br>New – PRB0053554<br>---<br>Update – PRB0053551<br>New – PRB0053551<br>Resolved – PRB0053535<br>Resolved – PRB0053536<br>---<br>Resolved – PRB0053533<br>New – PRB0053536<br>--- | 31    | 05/29/2026<br>05/29/2026<br>---<br>05/27/2026<br>05/27/2026<br>05/27/2026<br>05/27/2026<br>05/27/2026<br>05/27/2026<br>---<br>05/26/2026<br>05/26/2026<br>05/26/2026<br>05/26/2026<br>05/26/2026<br>---<br>05/22/2026<br>05/22/2026<br>05/22/2026<br>05/22/2026<br>---<br>05/21/2026<br>05/21/2026<br>--- |

| CATEGORIES                             | SUBJECT                                                                                                                                                                                                                                                                                                                                                                                   | COUNT | DISTRIBUTION DATE (S)                                                                                                                                                              |
|----------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                        | New – PRB0053535<br>Resolved – PRB0053517<br>---<br>Update#2 – PRB0053533<br>Update – PRB0053533<br>New – PRB0053533<br>Resolved – PRB0053518<br>Resolved – PRB0053515<br>---<br>New – PRB0053517<br>New – PRB0053520<br>New – PRB0053518<br>New – PRB0053515<br>New – PRB0053507                                                                                                         |       | 05/20/2026<br>05/20/2026<br>---<br>05/19/2026<br>05/19/2026<br>05/19/2026<br>05/19/2026<br>05/19/2026<br>---<br>05/18/2026<br>05/18/2026<br>05/18/2026<br>05/18/2026<br>05/18/2026 |
| Priority Release Requests for Approval | Priority Release 26.05.29 (CHG0059666)<br>Priority Release 26.05.28 (CHG0059457)<br>Priority Release 26.05.21 (CHG0059459)<br>Priority Release 26.05.19 (CHG0059456)<br>Priority Release 26.05.18 (CHG0059454 & CHG0059455)                                                                                                                                                               | 5     | 05/29/2026<br>05/28/2026<br>05/21/2026<br>05/19/2026<br>05/18/2026                                                                                                                 |
| Informational Alert                    | CalSAWS Informational Alert >> Non-Prod AT, Dev, STG Environment Maintenance – 5/27<br><br>CalSAWS Informational Alert >> Jenkins Coreapp Training and County Downtime Maintenance – 05/22/2026<br><br>CalSAWS Informational Alert >> No CalSAWS Batch Operations on 05/25/2026 – Memorial Day Holiday<br><br>CalSAWS Informational Alert >> Training Updates Preview Document – May 2026 | 4     | 05/27/2026<br><br>05/22/2026<br><br>05/20/2026<br><br>05/18/2026                                                                                                                   |
| CalSAWS                                | Daily Health Report                                                                                                                                                                                                                                                                                                                                                                       | 9     | 05/29/2026<br>05/28/2026<br>05/27/2026<br>05/26/2026<br>05/22/2026<br>05/21/2026<br>05/20/2026<br>05/19/2026<br>05/18/2026                                                         |

Table 0-2: Enhanced Communications

| CATEGORY | SUBJECT | COUNT | DISTRIBUTION DATE (S) |
|----------|---------|-------|-----------------------|
| None     |         |       |                       |

## Planned Outages

The following table lists the planned outage communications.

Table 0-1: Planned Outage Communications

| SYSTEM      | PURPOSE                                                         | TIMEFRAME                                 | IMPACT                                                                                                                                                                  | CIT DATE               | CALSAWS BROADCAST DATE |
|-------------|-----------------------------------------------------------------|-------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------|------------------------|
| 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             |
| BenefitsCal | BenefitsCal Release 26.05.28                                    | 05/28/2026 8:00 PM to 10:00 PM            | BenefitsCal will be unavailable during this time.                                                                                                                       |                        | 05/27/2026             |
| 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 | 05/21/2026             |
| CalSAWS     | CalSAWS Maintenance                                             | 06/07/2026 6:00 AM to 2:00 PM             | CalSAWS users will be redirected to a read-only version during the outage.                                                                                              | CIT 0091-26 05/21/2026 | 05/27/2026             |
| CalSAWS     | CalSAWS Ad Hoc Maintenance                                      | 06/07/2026 2:00 PM to 6:00 PM             | The Ad hoc Reporting database will be unavailable for Apex, EDR, and Ad hoc reports users.                                                                              | CIT 0091-26 05/21/2026 | 05/27/2026             |

| SYSTEM  | PURPOSE                                              | TIMEFRAME                      | IMPACT                                                                     | CIT DATE               | CALSAWS BROADCAST DATE |
|---------|------------------------------------------------------|--------------------------------|----------------------------------------------------------------------------|------------------------|------------------------|
| CalSAWS | CalSAWS Maintenance – CalHEERS Release 26.06 Support | 06/14/2026 6:00 AM to 10:00 AM | CalSAWS users will be redirected to a read-only version during the outage. | CIT 0094-26 05/21/2026 |                        |

## 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 |
|---------|----------------------------------------------|---------------|-------------------|--------------------------------|------------------------|
| 0094-26 | Scheduled Downtime Notification – 06/14/2026 | Informational | 05/27/2026        | Communications .Infrastructure | Pete Quijada           |
| 0091-26 | Scheduled Downtime Notification – 06/7/2026  | Informational | 05/21/2026        | Communications .Infrastructure | Pete Quijada           |

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

Table 0.3-2: CRFIs

| CRFI ID | SUBJECT                           | DISTRIBUTION DATE | STATUS | RESPONSE DUE DATE | CALSAWS CONTACT             |
|---------|-----------------------------------|-------------------|--------|-------------------|-----------------------------|
| 26-023  | TPX SD-WAN Maintenance Scheduling | 05/20/2026        | Open   | 06/01/2026        | Melanie Gines, Reinhard Lal |

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

Table 3-3-3: Overdue CRFI

| CRFI ID | SUBJECT | REGION 1 | REGION 2 | REGION 3 | REGION 4 | REGION 5 | REGION 6 |
|---------|---------|----------|----------|----------|----------|----------|----------|
| NONE    |         |          |          |          |          |          |          |



## 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 0-1: 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<br>Reopened to add Spanish language to Medi-Cal Env                                         | Completed |
| SIRFRA 1401 | SIRFRA 1401 – Updating Member Address NCOA                                                                    | Completed |
| SIRFRA 1409 | Print Postage Costs                                                                                           | Completed |
| SIRFRA 1410 | Medi-Cal Telephonic Signature Receipt                                                                         | Completed |
| SIRFRA 1430 | SB 1289 Call Center Data – General Questions                                                                  | Completed |
| SIRFRA 1434 | SB 1289 – Medi-Cal Call Center Data – Monthly Data                                                            | Completed |
| SIRFRA 1434 | Medi-Cal Call Center Data – Amended – Recurring                                                               | Recurring |
| SIRFRA 1440 | SIRFRA 1440 – Print/postage/Adobe rendering cost                                                              | Completed |
| SIRFRA 1441 | SB 1289 Medi-Cal Call Center Data Fiscal Estimate                                                             | Completed |
| SIRFRA 1442 | Print/Postage/Adobe estimates                                                                                 | Completed |
| SIRFRA 1447 | Remaining Counties to opt into Automatic Return Mail Processing                                               | Completed |
| SIRFRA 1448 | Property Insert                                                                                               | Completed |
| SIRFRA 1453 | Automation of Updated Member Address                                                                          | Completed |
| SIRFRA 1454 | Adult Expansion Freeze Additional Outreach                                                                    | Completed |
| SIRFRA 1454 | Adult Expansion Freeze – Amended                                                                              | Completed |
| SIRFRA 1455 | Record Telephonic Signature in CalSAWS                                                                        | Completed |
| SIRFRA 1461 | Reinstatement of Asset Limit for Pickle                                                                       | Cancelled |
| SIRFRA 1462 | Cost Estimate for AB 2161                                                                                     | Completed |
| SIRFRA 1464 | SIRFRA 1464 – Data Collection: Sexual Orientation, Gender Identity, and Intersex Status: Disclosure (SB 1114) | Cancelled |
| SIRFRA 1466 | Cost Estimate for SB 1054                                                                                     | Completed |
| SIRFRA 1467 | Cost Estimate for AB 2077                                                                                     | Completed |
| SIRFRA 1471 | Medi-Cal: Dashboard and Outreach (SB 1202)                                                                    | Completed |
| SIRFRA 1472 | Add TRUV flyer to automatically generated forms: Medi-Cal RE packets, MC 355 and CW 2200                      | Completed |
| SIRFRA 1476 | SB 1252 California Resident Taxpayer Health Care Coverage                                                     | Completed |
| SIRFRA 1477 | SB 1284                                                                                                       | Cancelled |
| SIRFRA 4030 | SAR 2, AR 2, and AR 2 SAR                                                                                     | Completed |

| ID             | DESCRIPTION                                                                      | STATUS    |
|----------------|----------------------------------------------------------------------------------|-----------|
| SCERFRA 24-512 | Foster Care Rates Proposal TBL                                                   | Completed |
| SCERFRA 24-524 | Alternate Formatted Forms – CDSS                                                 | Completed |
| SCERFRA 24-546 | The Work Number                                                                  | Completed |
| SCERFRA 25-501 | SCERFRA 25-501 Print/Postage/Adobe Costs                                         | Completed |
| SCERFRA 25-503 | BenefitsCal Release of Information (ROI) to Community-Based Organizations (CBOs) | Completed |
| SCERFRA 25-508 | SCERFRA 25-508 Print/Postage/Adobe Costs                                         | Completed |
| SCERFRA 25-509 | WTW Flow Proposal                                                                | Completed |
| SCERFRA 25-511 | SCERFRA 25-511 – Print/Postage/Adobe estimates                                   | Completed |
| SCERFRA 25-512 | SCERFRA 25-512 – Non-Citizen Discontinuance NOA                                  | Completed |
| SCERFRA 25-514 | SCERFRA 25-514 – BenefitsCal Homeless Automation                                 | Completed |
| SCERFRA 25-516 | SCERFRA 25-516 – CalWORKs Child Support Forms Revision Efforts                   | Completed |
| SCERFRA 25-518 | SCERFRA 25-518 – Shorter Versions of the Prepopulated SAR 7 Form and SAR 7A      | Completed |
| SCERFRA 25-523 | BenefitsCal Income Verification Service                                          | Cancelled |
| SCERFRA 25-525 | BenefitsCal Income Verification Service                                          | Completed |
| SCERFRA 25-527 | Integration of the Work Number                                                   | Completed |
| SCERFRA 25-528 | Revised SAR 2                                                                    | Completed |
| SCERFRA 25-529 | Immunization Forms Revision Efforts (CW 2209)                                    | Completed |
| SCERFRA 25-530 | Termination of Standard Medical Deduction Demonstration Project                  | Completed |
| SCERFRA 25-531 | ABAWD Form – CF 377.11E                                                          | Completed |
| SCERFRA 25-531 | ABAWD Form – CF 377.11E Mass Mailer                                              | Completed |
| SCERFRA 25-534 | CalFresh ROI Enhancement for CalFresh Outreach Network                           | Completed |
| SCERFRA 25-535 | NOAs for the CW's Special Needs payment                                          | Completed |
| SCERFRA 25-536 | CWS-CARES and CalSAWS Interface                                                  | Completed |
| SCERFRA 25-537 | Income and Eligibility Verification System (IEVS) Deceased Persons Match         | Cancelled |
| SCERFRA 25-538 | Income and Eligibility Verification System (IEVS) Lottery Match                  | Cancelled |
| SCERFRA 25-539 | Update the 377.11E CF RE Packet for ABAWDs                                       | Completed |
| SCERFRA 25-540 | Request for Production Simulation Environment to Support FCED API Testing        | Completed |
| SCERFRA 25-904 | SCERFRA 25-904 Print/Postage/Adobe Costs                                         | Completed |
| SCERFRA 25-905 | SCERFRA 25-905 Print/Postage/Adobe costs                                         | Completed |
| SCERFRA 25-915 | AB 42 – CalWORKs: CalFresh: Eligibility: Income and Resource Exclusions          | Completed |
| SCERFRA 25-916 | AB 1324 – CalWORKs                                                               | Completed |

| ID             | DESCRIPTION                                                                               | STATUS                 |
|----------------|-------------------------------------------------------------------------------------------|------------------------|
| SCERFRA 25-918 | AB 969 – CalWORKs: Family Violence Option and Gender-based Violence Information           | Completed              |
| SCERFRA 25-919 | AB 1161 – Public Social Services: State of Emergency or Health Emergency                  | Completed              |
| SCERFRA 25-920 | AB 1402 – Fresh Start Grants: Personal Income Tax Law: Credits                            | Completed              |
| SCERFRA 25-933 | SB 420 – Automated Decision Systems                                                       | Completed              |
| SCERFRA 25-934 | SCERFRA 25-934 – Central Print (PII Breach)                                               | Completed              |
| SCERFRA 26-501 | Equifax/CalSAWS – The Portfolio Review – Employment Monitoring Service                    | Completed              |
| SCERFRA 26-503 | Automation of New CalWORKs Stage One Child Care Post-Cash Aid Informing Notice            | Completed              |
| SCERFRA 26-507 | BenefitsCal Income Verification Service                                                   | Discovery & Assessment |
| SCERFRA 26-508 | Revised SAR 2                                                                             | Completed              |
| SCERFRA 26-509 | CalFresh ABAWD Auto-Exemption                                                             | Completed              |
| SCERFRA 26-513 | CW 2200 Automation for Updated Housing Costs at Address Change                            | Submitted              |
| SCERFRA 26-517 | ABAWD Households with Children Ages 14-17 State Funded Supplemental Food Benefit          | 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              |

## INFRASTRUCTURE OPERATIONS

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

### Service Management

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

## CalSAWS Service Desk Metrics

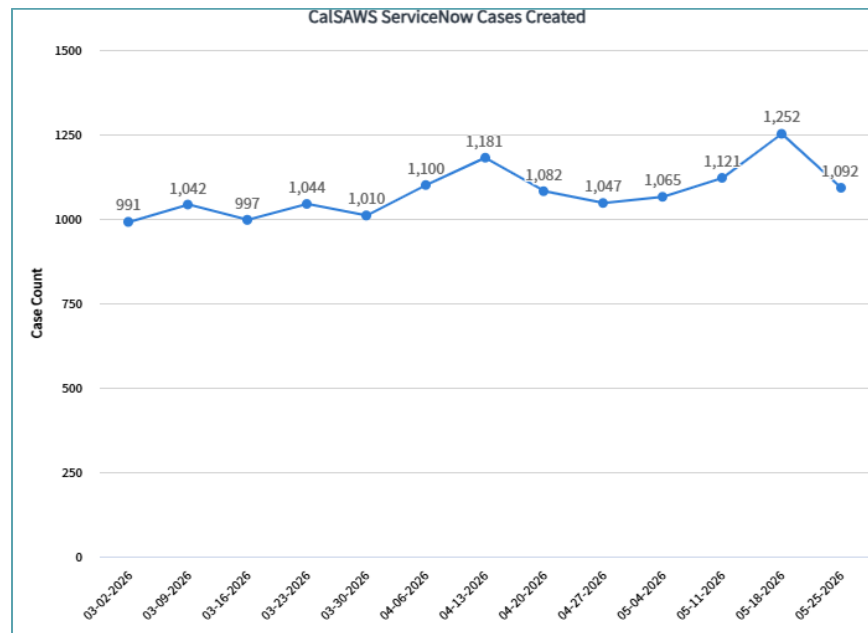


Figure 0.1: CalSAWS ServiceNow Cases per Week Created

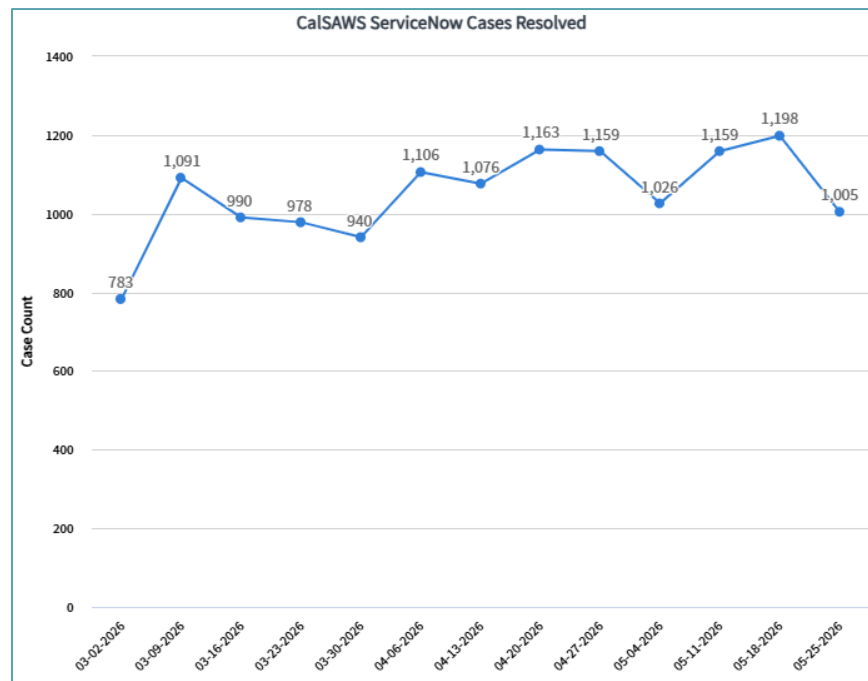


Figure 4.1.1-0.2: CalSAWS ServiceNow Cases per Week Resolved

**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.

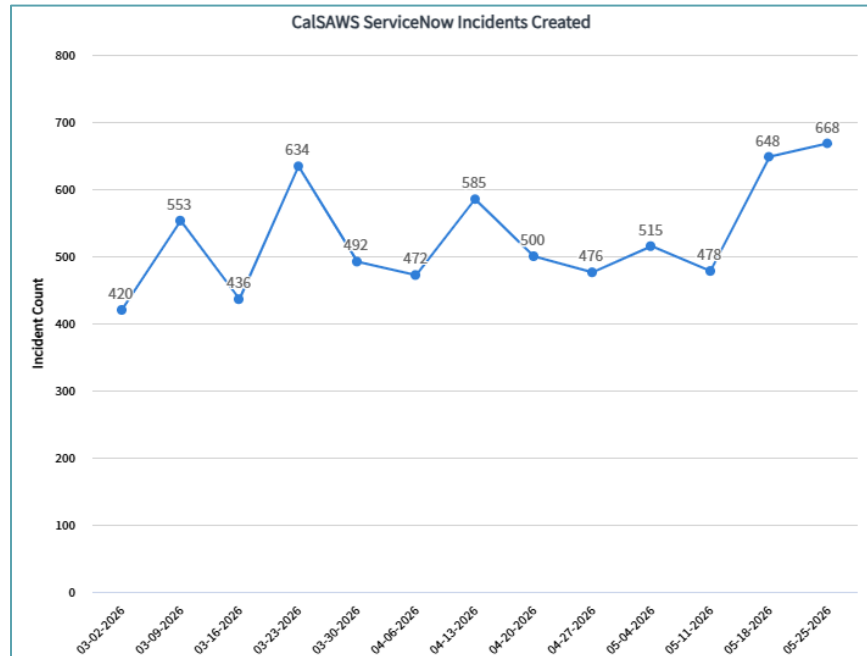


Figure 0.3: CalSAWS ServiceNow Incidents Created

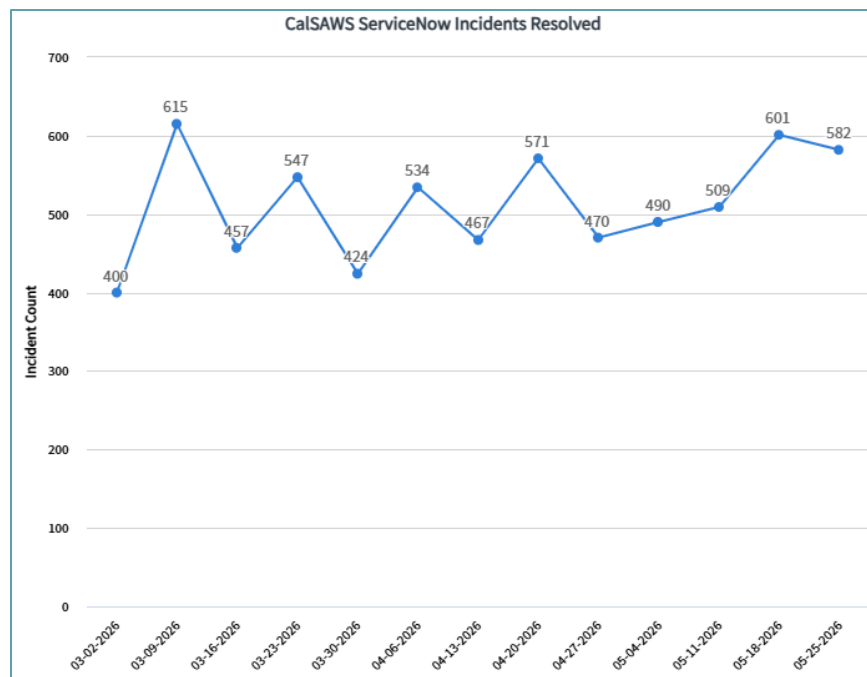


Figure 4.1.1-0.4: CalSAWS ServiceNow Incidents Resolved

**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.

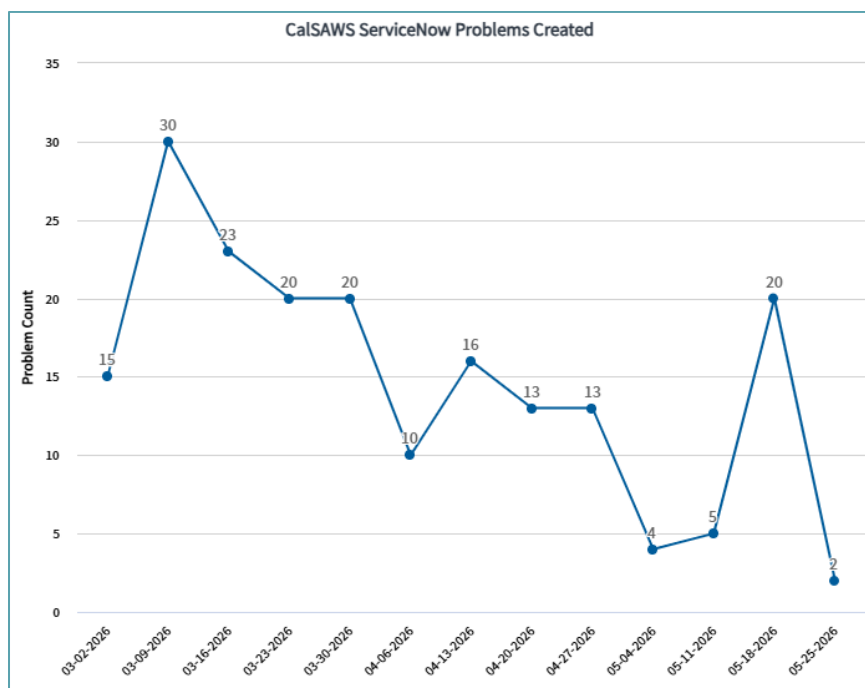


Figure 4.1.1-0.5: CalSAWS ServiceNow Problems Created

**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.

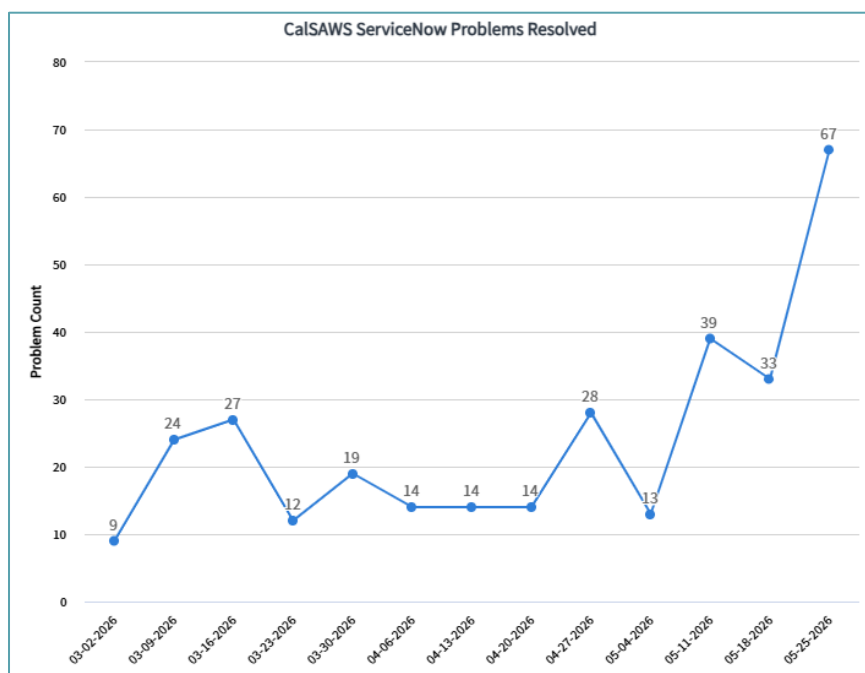


Figure 4.1.1-0.6: CalSAWS ServiceNow Problems Resolved

**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 0-1: CalSAWS ServiceNow Incidents by State and Age

|                         | <1<br>DAY | 1–5<br>DAYS | 6–10<br>DAYS | 11–15<br>DAYS | 16–30<br>DAYS | 30–60<br>DAYS | 60–180<br>DAYS | >180<br>DAYS | TOTAL   |
|-------------------------|-----------|-------------|--------------|---------------|---------------|---------------|----------------|--------------|---------|
| NEW                     | 5         | 91          | 2            | 6             | 4             | 3             | 8              | 0            | 119     |
| IN PROGRESS             | 2         | 47          | 12           | 18            | 31            | 51            | 42             | 20           | 223     |
| ON HOLD                 | 0         | 219         | 15           | 22            | 101           | 89            | 132            | 50           | 628     |
| RESOLVED                | 1         | 286         | 218          | 401           | 133           | 94            | 129            | 15           | 1,277   |
| CLOSED                  | 13        | 6           | 3            | 50,706        | 103,432       | 18,415        | 12,628         | 3,605        | 188,808 |
| PROBLEM IN<br>DIAGNOSIS | 0         | 14          | 0            | 0             | 3             | 0             | 1              | 1            | 19      |
| TOTAL                   | 21        | 663         | 250          | 51,153        | 103,704       | 18,652        | 12,940         | 3,691        | 191,074 |

**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.

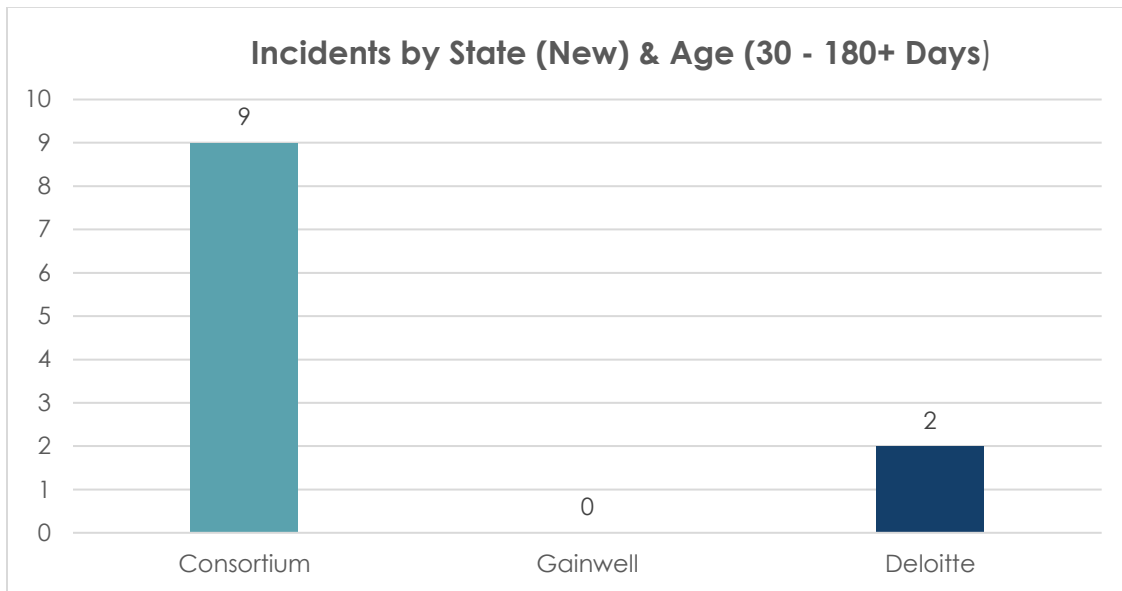


Figure 4.1.1-0.7: CalSAWS ServiceNow Incidents by State (New) and Age (30 – 180+ Days)

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

| ORGANIZATION | SERVICE DESK INCIDENTS | INFRASTRUCTURE INCIDENTS | TOTAL INCIDENTS |
|--------------|------------------------|--------------------------|-----------------|
| Consortium   | 9                      | 0                        | 9               |
| Gainwell     | 0                      | 0                        | 0               |
| Deloitte     | 0                      | 2                        | 2               |
| <b>Total</b> | <b>9</b>               | <b>2</b>                 | <b>11</b>       |

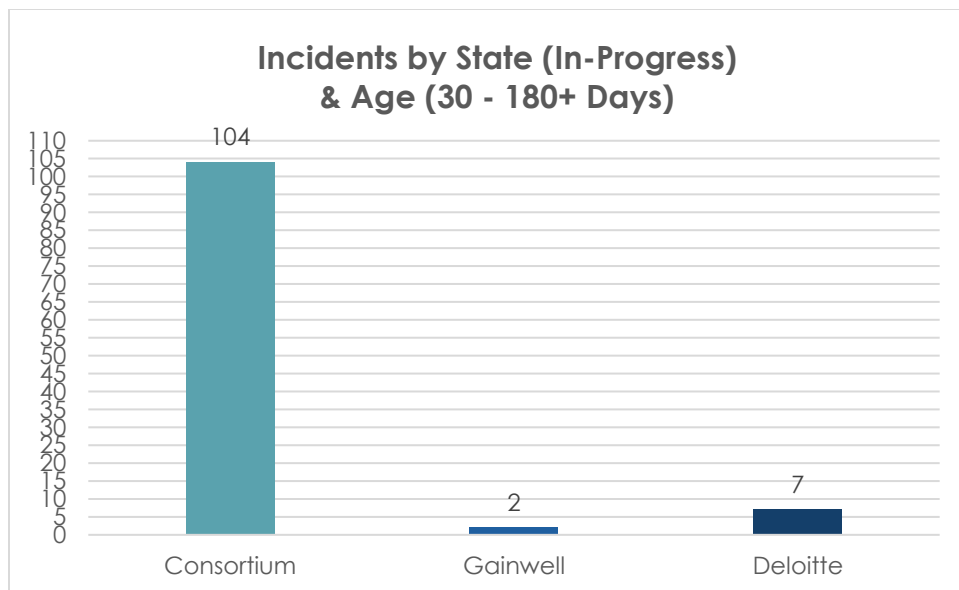


Figure 4.1.1-0.8: CalSAWS ServiceNow Incidents by State (In progress) and Age (30 – 180+ Days)

Table 4.1.1-0-1: CalSAWS ServiceNow Incidents by State (In Progress) and Category

| ORGANIZATION | SERVICE DESK INCIDENTS | INFRASTRUCTURE INCIDENTS | TOTAL INCIDENTS |
|--------------|------------------------|--------------------------|-----------------|
| Consortium   | 104                    | 0                        | <b>104</b>      |
| Gainwell     | 2                      | 0                        | <b>2</b>        |
| Deloitte     | 7                      | 0                        | <b>7</b>        |
| <b>Total</b> | <b>113</b>             | <b>0</b>                 | <b>113</b>      |

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

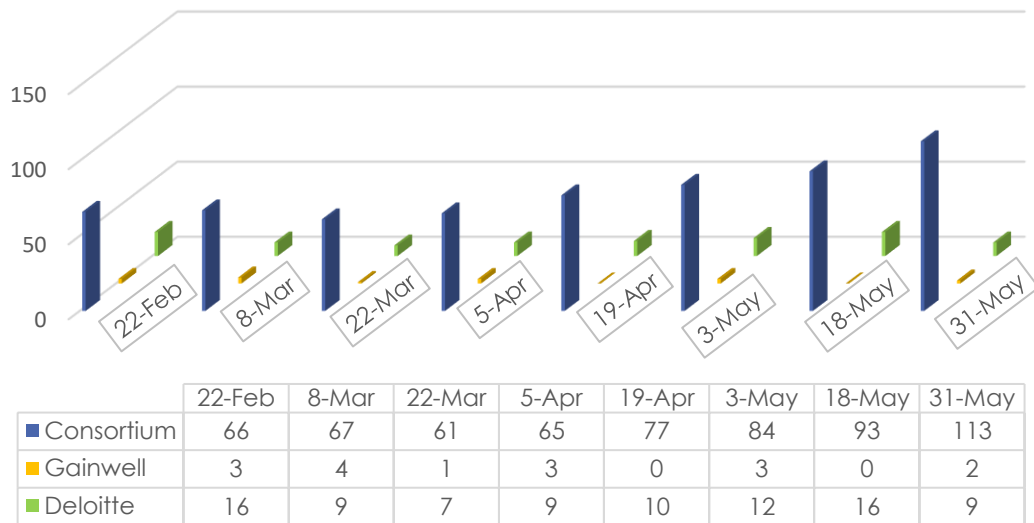


Figure 4.1.1-0.9: Aging Incident Backlog

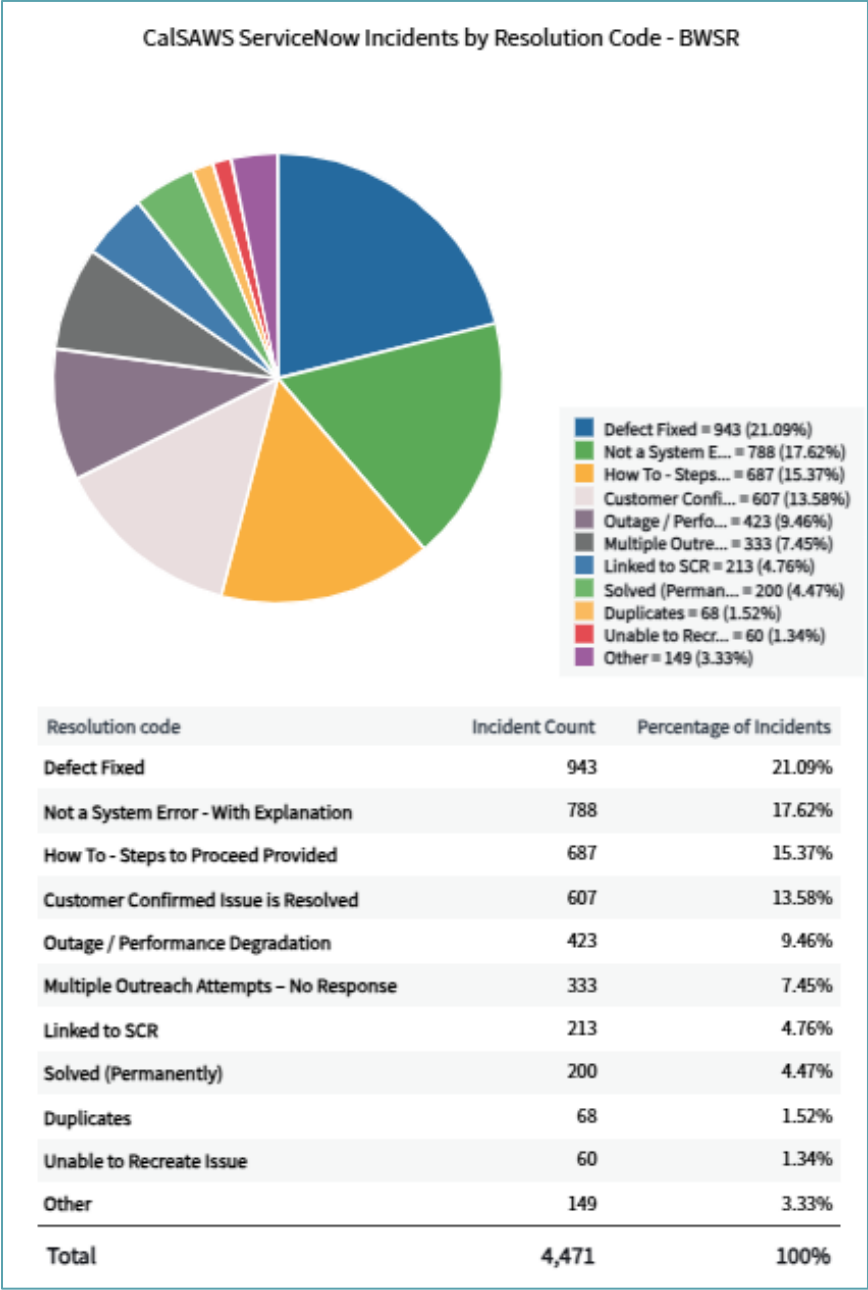


Figure 0.10: CalSAWS ServiceNow Incidents by Resolution Code

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

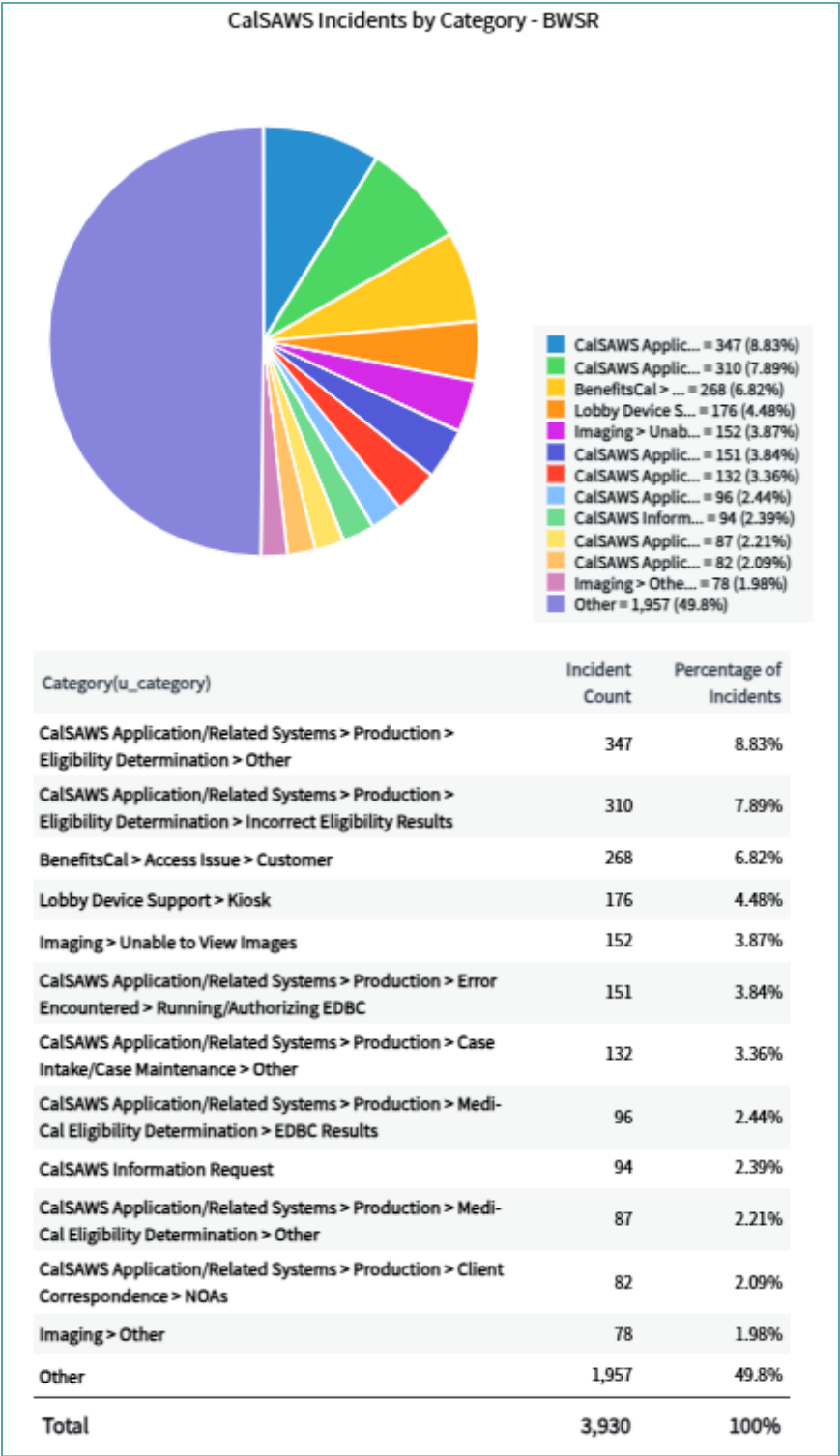


Figure 0.11: CalSAWS ServiceNow Incidents Created by Category

**Note:** The pie chart above represents Incidents by Category created within the past two (2) months. The 1,957 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 3,930 incidents.

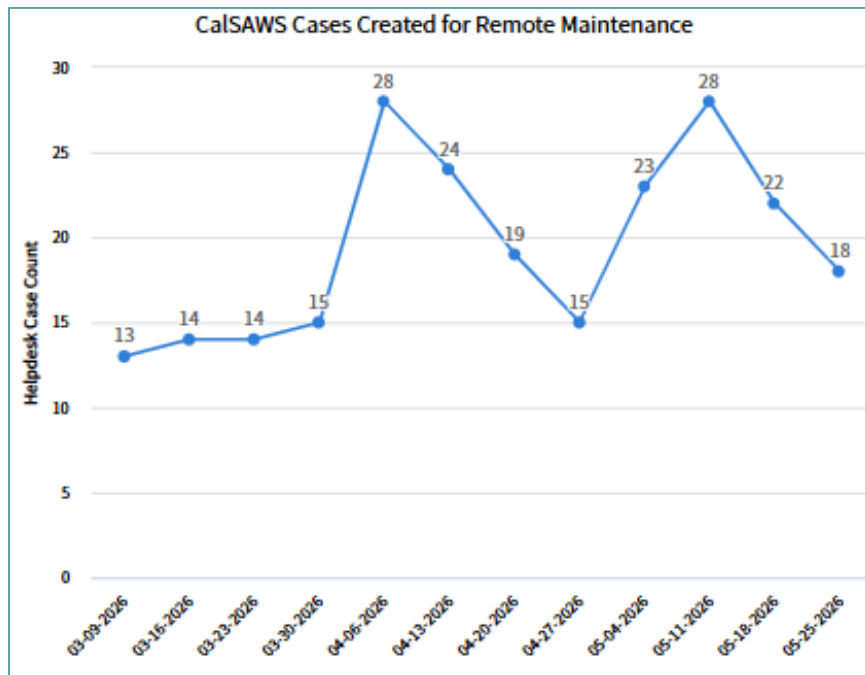


Figure 0.12: CalSAWS ServiceNow Cases Created for Remote Maintenance

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 is 99.93%.

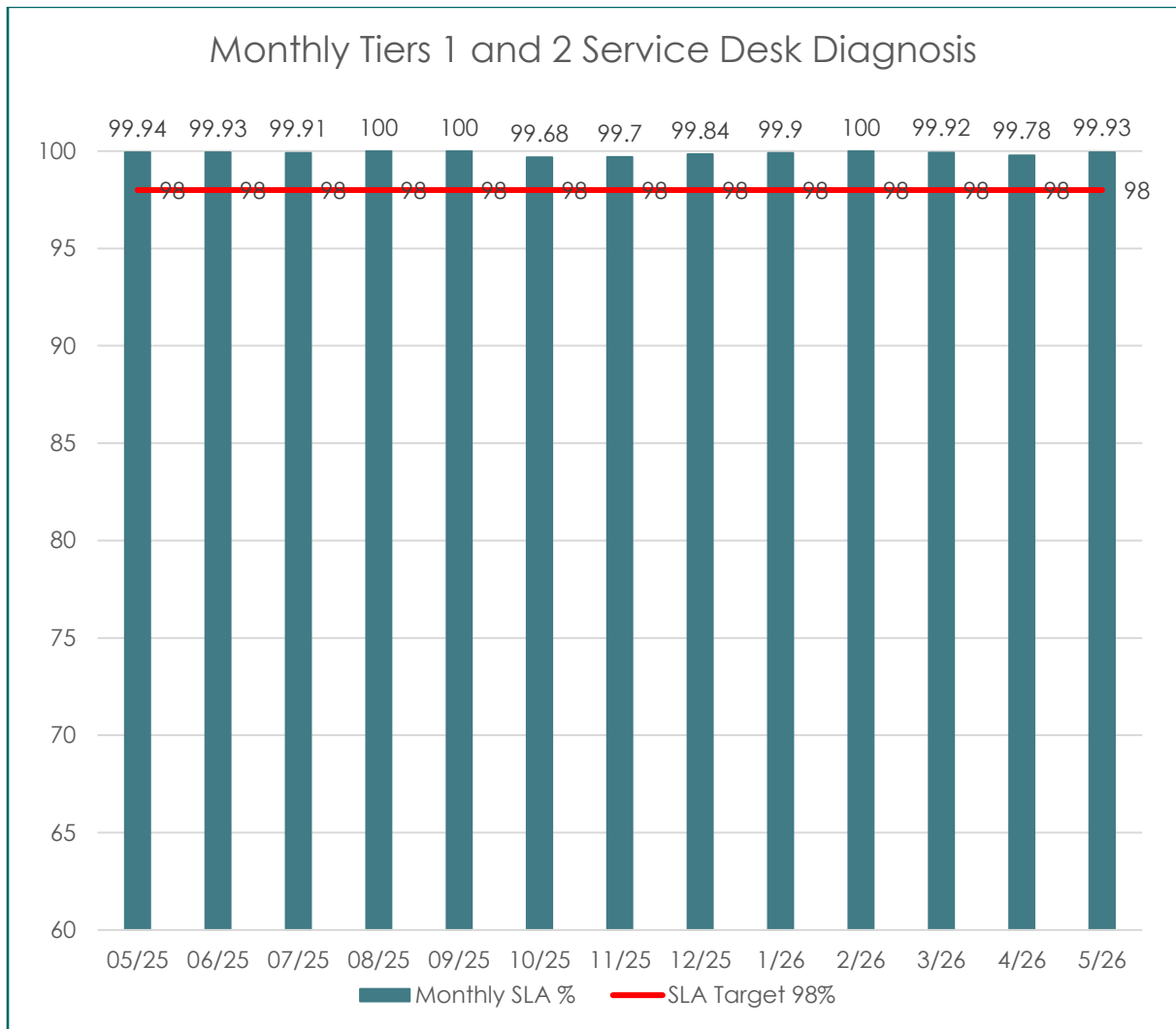


Figure 0.13: CalSAWS Monthly Tiers 1 and 2 Service Desk Diagnosis SLA Compliance



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

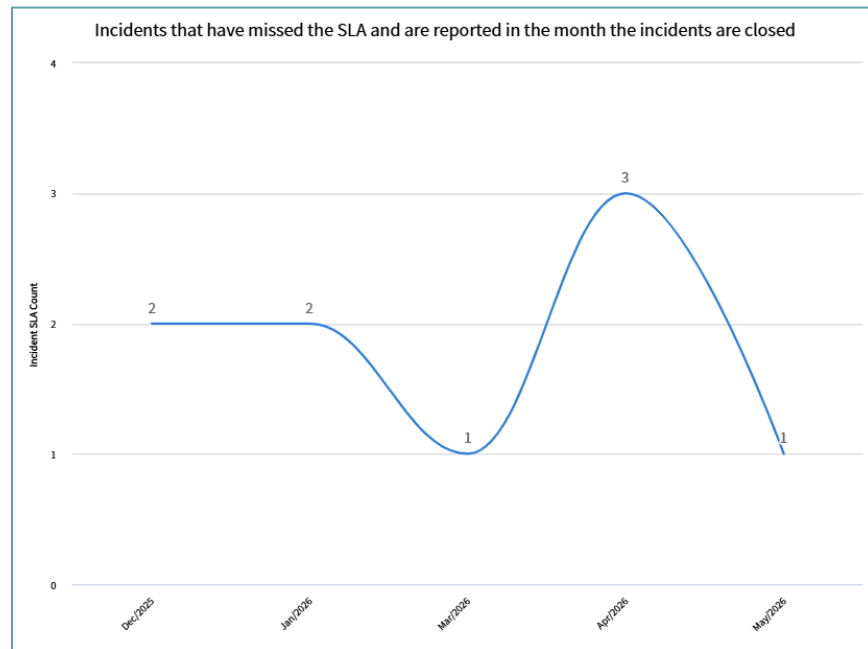


Figure 0.14: Incidents that have missed the Service Level Agreement (SLA) in their respective months

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. One (1) closed incident missed the SLA in May.

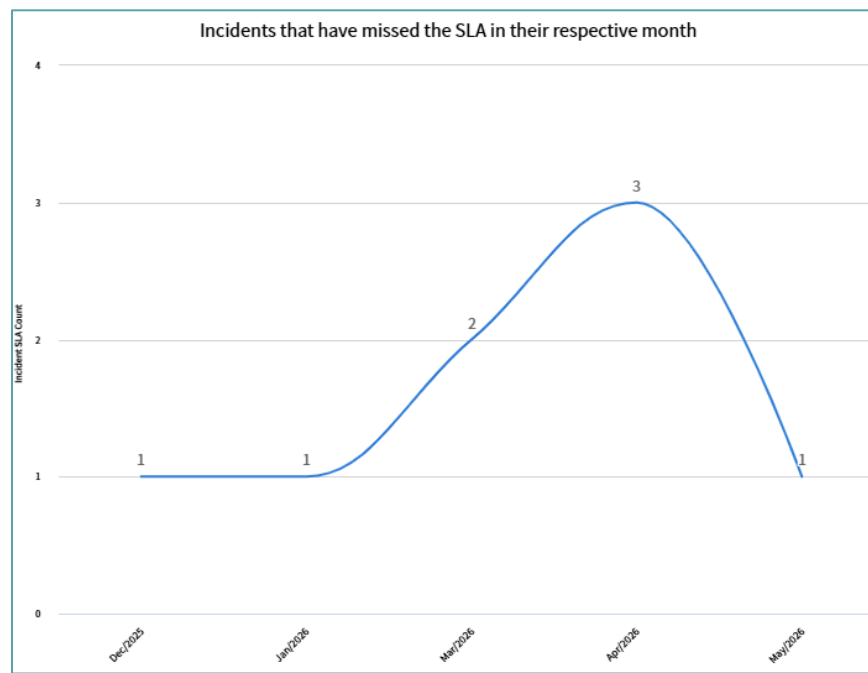


Figure 0.15: Incidents that have missed the SLA and reported in the month incidents are closed.

## BenefitsCal Technical Service Desk Metrics

Information related to the BenefitsCal Technical Service Desk follows.

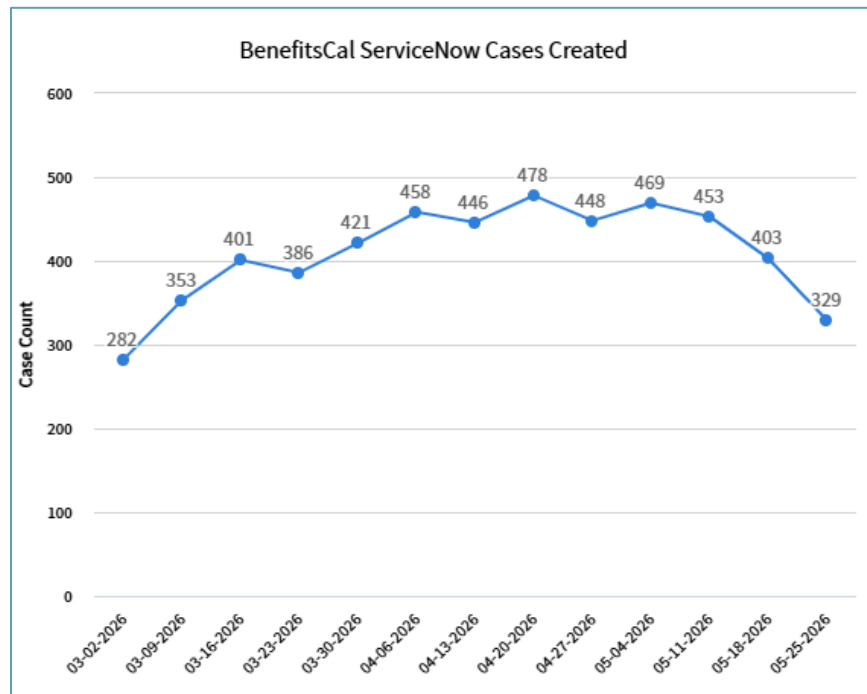


Figure 4.1.2-0.16: BenefitsCal ServiceNow Cases Created

**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.

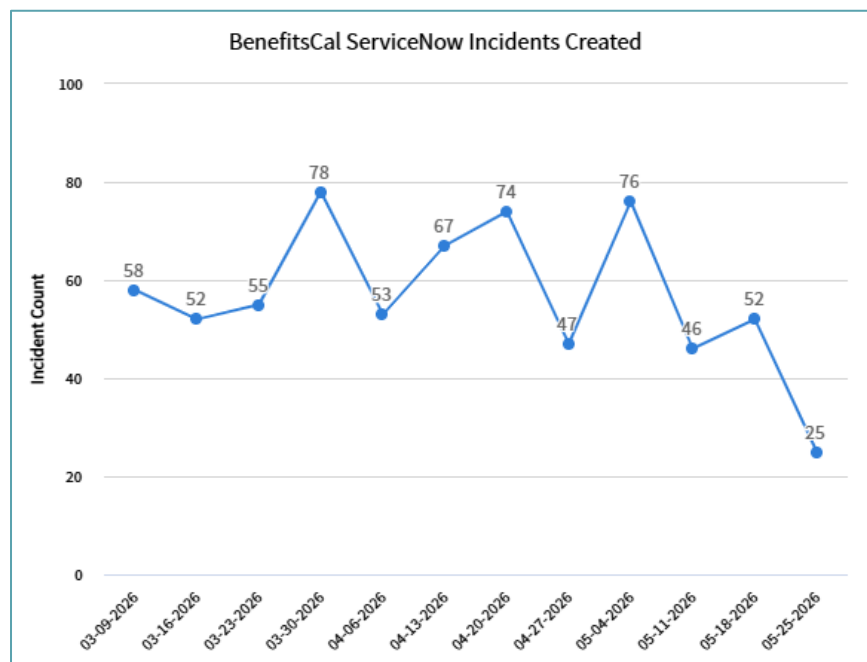


Figure 4.1.2-0.17: BenefitsCal ServiceNow Incidents Created

**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.

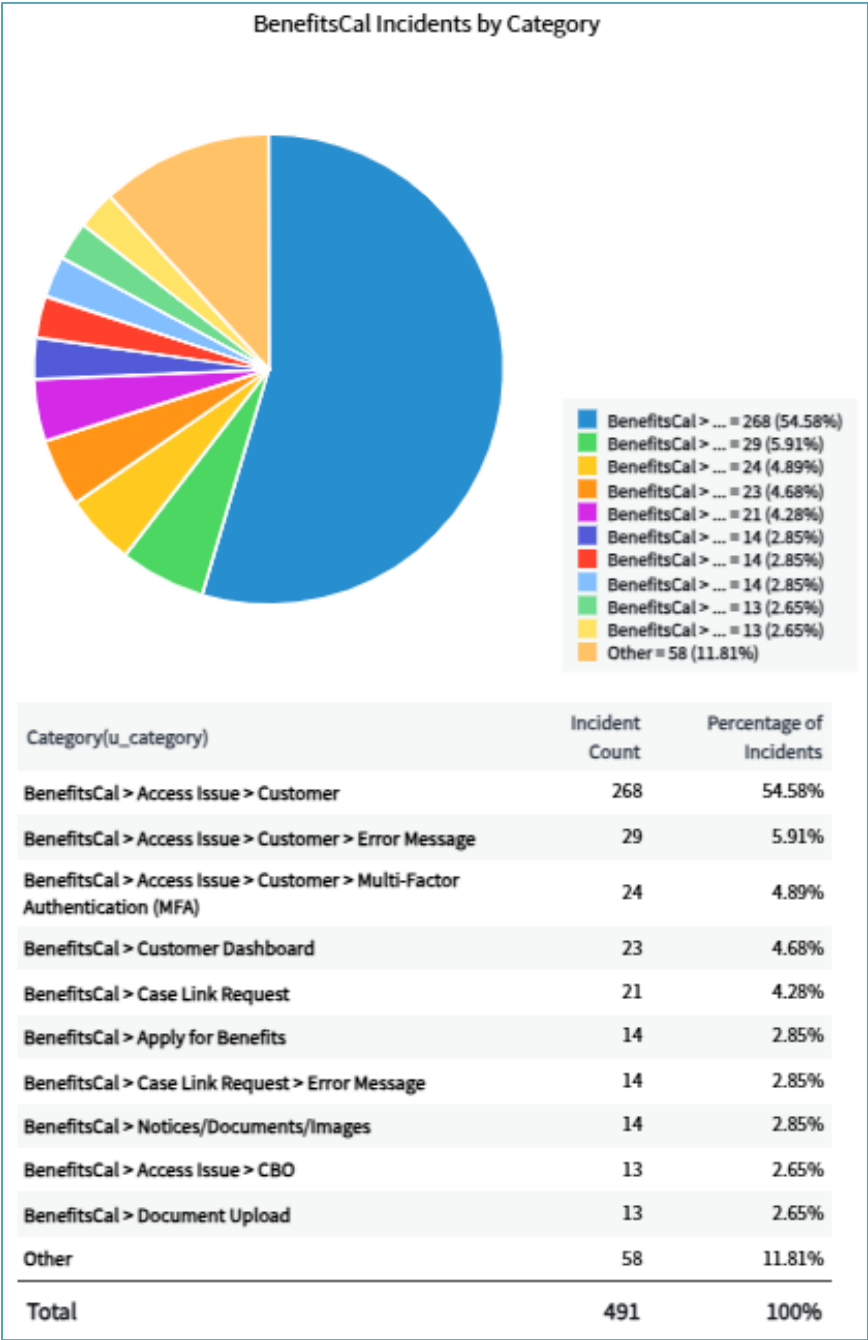


Figure 4.1.2-0.18 BenefitsCal ServiceNow Incidents Created by Category

**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.

## 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 |
| 421   | Issue Viewing and Capturing Images in CalSAWS | 05/26/2026    | External – Hyland      |

## 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) | 4            |
| Infra Cloud Ops                 | 2            |
| Infra Contact Center            | 19           |
| Infra DBA                       | 2            |
| Infra ForgeRock                 | 1            |
| Infra GenAI                     | 1            |
| Infra Imaging                   | 8            |
| Infra Middleware                | 1            |
| Infra ServiceNow                | 13           |
| Infra Tech Ops                  | 2            |
| Infra Tech Support              | 1            |
| Infra Tools                     | 1            |
| <b>Total</b>                    | <b>56</b>    |

Table 4.2-2: Infrastructure Production Defects

| CA-301507 | 6/1/2026  | INFRA IMAGING        | EXTERNAL AGENCY - NOT ALL DOCUMENTS DELETED FROM THE ALAMEDA IHSS DRAWER                                | NEW                    |
|-----------|-----------|----------------------|---------------------------------------------------------------------------------------------------------|------------------------|
| CA-301447 | 5/28/2026 | Infra Contact Center | Chat transcript does not display in eCCP                                                                | New                    |
| CA-301428 | 5/28/2026 | Infra Contact Center | External Agency – Data mismatch between eGain and AWS Connect                                           | New                    |
| CA-301416 | 5/28/2026 | Infra Contact Center | Monterey – voice auth callers not routed to Welcome Bot                                                 | In Development         |
| CA-301414 | 5/28/2026 | Infra Tech Ops       | WPR – Program Trend dashboard not available to users on 05/27/2026                                      | New                    |
| CA-301371 | 5/27/2026 | Infra Tech Ops       | Curation reports were running long on 05/27/2026                                                        | New                    |
| CA-301343 | 5/26/2026 | Infra Imaging        | External Agency – Imaging preference service not working                                                | New                    |
| CA-301140 | 5/19/2026 | Infra Contact Center | External Agency – Calabrio Real Time adherence not auto refreshing                                      | New                    |
| CA-301122 | 5/19/2026 | Infra Contact Center | 26.05.07 Snyk Scan – ca_ivr_legacy                                                                      | In Assembly Test       |
| CA-301121 | 5/19/2026 | Infra Contact Center | 26.05.07 Snyk Scan – ca_ivr                                                                             | In Assembly Test       |
| CA-301120 | 5/19/2026 | Infra Contact Center | 26.05.07 Snyk Scan – ca_connect_lambda                                                                  | In Assembly Test       |
| CA-301039 | 5/15/2026 | Infra Contact Center | Agent logout status intermittently not updating                                                         | New                    |
| CA-300833 | 5/8/2026  | Infra Contact Center | External Agency – Some phrases in the Custom Vocabulary are not reflecting correctly in the transcripts | Assigned               |
| CA-300674 | 5/4/2026  | Infra Contact Center | Solano Post Call Survey Is Ending After Question One                                                    | Assigned               |
| CA-300456 | 4/27/2026 | Infra Contact Center | Amazon Connect eCCP not timing out a 2nd time                                                           | Assigned               |
| CA-300324 | 4/23/2026 | Infra Contact Center | Ventura County welcome bot routing for MediCal Combo cases not routing to MediCal Queue                 | In Development         |
| CA-300321 | 4/23/2026 | Analytics            | Documents Captured Report is failing with RPT_MONTH is Null error                                       | Assigned               |
| NOW-1497  | 4/23/2026 | Infra ServiceNow     | Defect: Resource Change Form subtask assignment                                                         | To Do                  |
| NOW-1496  | 4/23/2026 | Infra ServiceNow     | Defect: Duplicate Roll on task-provision calsaws id                                                     | Pending for Validation |

| CA-301507 | 6/1/2026  | INFRA IMAGING         | EXTERNAL AGENCY - NOT ALL DOCUMENTS DELETED FROM THE ALAMEDA IHSS DRAWER                   | NEW            |
|-----------|-----------|-----------------------|--------------------------------------------------------------------------------------------|----------------|
| CA-300261 | 4/22/2026 | Infra Imaging         | External Agency – Document Capture Report not generating for 04/21/2026                    | In Development |
| CA-300165 | 4/20/2026 | Infra GenAI           | Call Summarization – Delayed Summary Availability on Transfers                             | In Development |
| CA-300027 | 4/16/2026 | Infra Contact Center  | java8 upgrade on contactcenter-outbound account                                            | Test Complete  |
| CA-299836 | 4/13/2026 | Infra Contact Center  | Calls on hold occasionally do not activate mute                                            | In Development |
| CA-299707 | 4/9/2026  | Infra Imaging         | External Agency – Some documents with barcodes are not getting classified correctly in OCR | In Development |
| NOW-1493  | 4/8/2026  | Infra ServiceNow      | Prevent the RITM from getting closed if there are open associated SCTASKs                  | Testing        |
| NOW-1489  | 4/6/2026  | Infra ServiceNow      | Performance Analytics visibility defect (breakdown related?)                               | Documenting    |
| CA-299429 | 4/3/2026  | Infra DBA             | Long running AN_QLIK_EX_SAR_CURRENT_ST AT job                                              | New            |
| NOW-1487  | 3/31/2026 | Infra ServiceNow      | ServicePortal invalid link in widget to all requests                                       | In Development |
| NOW-1484  | 3/23/2026 | Infra ServiceNow      | Roll on/Roll off messaging still includes Accenture PMO                                    | Done           |
| CA-298844 | 3/20/2026 | Infra Contact Center  | WelcomeBot report occasionally shows negative number for abandoned                         | In Development |
| GAGR-970  | 3/13/2026 | Client Correspondence | Orange 001 B NOA cannot be manually triggered                                              | New            |
| GAGR-969  | 3/12/2026 | Client Correspondence | Consortia data synch to CalSAWS issue for Shasta County                                    | New            |
| GAGR-968  | 3/12/2026 | Client Correspondence | Consortia data synch to CalSAWS issue for SBD County                                       | New            |
| GAGR-967  | 3/12/2026 | Client Correspondence | New County Consortia document requires cleanup of eff_bgn_dt on IP related tables          | New            |
| NOW-1474  | 2/25/2026 | Infra ServiceNow      | Incidents on hold without hold reason (System should prevent)                              | Documenting    |

| CA-301507 | 6/1/2026   | INFRA IMAGING        | EXTERNAL AGENCY - NOT ALL DOCUMENTS DELETED FROM THE ALAMEDA IHSS DRAWER                                                 | NEW            |
|-----------|------------|----------------------|--------------------------------------------------------------------------------------------------------------------------|----------------|
| CA-297958 | 2/19/2026  | Infra Cloud Ops      | FIS (Food and cash) Files were completed late on 02/18                                                                   | In Development |
| CA-297536 | 2/5/2026   | Infra Imaging        | External Agency – Modify Pre-BW routing to convert PNG and GIF files                                                     | In Development |
| CA-297406 | 1/30/2026  | Infra Cloud Ops      | Make the SCATL call through intranet as the current call goes through Internet via APIGateway                            | New            |
| NOW-1465  | 1/28/2026  | Infra ServiceNow     | AWS SSO request template is broken (RITM0101847)                                                                         | In Progress    |
| NOW-1464  | 1/28/2026  | Infra ServiceNow     | ServiceNow Functionality Issues (RITM0101260)                                                                            | Closed         |
| NOW-1461  | 12/22/2025 | Infra ServiceNow     | Throwing error "Invalid Insert" while creating any change task (RITM0099631)                                             | Testing        |
| CA-296650 | 12/19/2025 | Infra Contact Center | Processing of AB79 mass data file failed for 07/24 in Outbound Campaign Solution                                         | Assigned       |
| CA-296371 | 12/9/2025  | Infra Middleware     | Deloitte Batch Ops not able to Import Topics in Confluent                                                                | New            |
| CA-296329 | 12/8/2025  | Infra Imaging        | External Agency – Image merged/corrupted from BenefitsCal                                                                | New            |
| CA-295646 | 11/6/2025  | Infra Imaging        | Task service throwing error "ORA-12899: value too large for column"                                                      | Assigned       |
| CA-295543 | 11/3/2025  | Infra Tools          | JRASERVER-78485: Text Visibility issue in Quick Search bar                                                               | New            |
| CA-295541 | 11/3/2025  | Infra Contact Center | Agent Daily Statistics Not Populating in ECCP Agent Management Tab                                                       | Assigned       |
| CA-295294 | 10/22/2025 | Infra Tech Support   | Splunk logs have a limited line limit and truncates the request payload if the encrypted text is too long (GAGR Service) | New            |
| NOW-1452  | 10/8/2025  | Infra ServiceNow     | POA&M ACLs / List Edit lock down                                                                                         | To Do          |
| CA-293582 | 8/11/2025  | Infra DBA            | Analytics failures and long running jobs in production                                                                   | Assigned       |
| CA-293487 | 8/6/2025   | Infra Contact Center | External Agency – Calabrio screen capture delayed processing                                                             | Assigned       |

| CA-301507 | 6/1/2026  | INFRA IMAGING        | EXTERNAL AGENCY - NOT ALL DOCUMENTS DELETED FROM THE ALAMEDA IHSS DRAWER            | NEW            |
|-----------|-----------|----------------------|-------------------------------------------------------------------------------------|----------------|
| NOW-1433  | 8/1/2025  | Infra ServiceNow     | ENV access request: verbiage removal                                                | Done           |
| NOW-1422  | 6/5/2025  | 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 | 3/8/2024  | Infra ForgeRock      | ForgeRock Delegated Admin Portal – BCAL Customers have MFA Field listed as Blank    | In Development |
| CA-232534 | 8/23/2021 | Infra Imaging        | External Agency – Technical Only – Hyland Business Insight Audit User Sync Failures | In Development |

## Technical Infrastructure Support

This section includes information related to Infrastructure maintenance and deployments performed by the Infrastructure Team along with the planned outage calendar.

### Maintenance

The following tables list the completed maintenance and planned upcoming maintenance.

Table 0-1: CalSAWS Completed Maintenance

| DATE (S) |         | ACTIVITY DESCRIPTION                                                                      |
|----------|---------|-------------------------------------------------------------------------------------------|
| 5/18/26  | 5/19/26 | STANDARD – Weekly creation Change and Security Updates – Monday (May 18)                  |
| 5/18/26  | 5/18/26 | Standard Change: ForgeRock DEV DR Release 26.05.18                                        |
| 5/18/26  | 5/18/26 | End of life UPS Replacement at 33343–Riverside, 12625 Heacock St, Moreno Valley, CA 92553 |
| 5/18/26  | 5/18/26 | CalSAWS Priority Release 26.05.18 – 1 of 2 Change Requests                                |
| 5/18/26  | 5/18/26 | CalSAWS Priority Release 26.05.18 – 2 of 2 Change Requests                                |
| 5/19/26  | 5/19/26 | Standard Change: CalSAWS (Wordpress) Lower Environment Website Update                     |
| 5/19/26  | 5/19/26 | STANDARD – Weekly Linux Environment Patching – Tuesday 18:30 – 21:00 (May 19)             |
| 5/19/26  | 5/19/26 | CalSAWS Priority Release 26.05.19                                                         |



| DATE (s) |         | ACTIVITY DESCRIPTION                                                                                                                      |
|----------|---------|-------------------------------------------------------------------------------------------------------------------------------------------|
| 5/20/26  | 5/29/26 | Non-Prod (Placer): LCA: Migrate summarization trigger to agent STATE_CHANGE events                                                        |
| 5/20/26  | 5/29/26 | Implement GuardDuty malware protection for docrepo S3 buckets                                                                             |
| 5/20/26  | 5/26/26 | Create a new API path for PortalService in coreapp-development                                                                            |
| 5/20/26  | 5/22/26 | Riverside County   IOS Upgrade for County Cisco device from IOS current version 17.15.04d to 17.15.05 (Access Device)                     |
| 5/20/26  | 5/22/26 | TF Drift: CCSharedFunctionsTraining(183295420712) – Resource Explorer Index Error                                                         |
| 5/20/26  | 5/28/26 | Add new Confluent CIDR block 198.18.93.0/25 in SG/NACL                                                                                    |
| 5/20/26  | 5/29/26 | Equifax Validation Service buildout in AT2 environment                                                                                    |
| 5/20/26  | 5/29/26 | Implement GuardDuty malware protection for docrepo S3 buckets                                                                             |
| 5/20/26  | 5/22/26 | Create DynamoDB "calsaws-amazon-quick-license-count" for eGain replacement                                                                |
| 5/20/26  | 5/22/26 | Update the IAM Role policy for "iam-role-connect-cloudformation" to grant permissions for updating the assume role                        |
| 5/20/26  | 5/22/26 | Create Lambda function and DynamoDB table to customize the message to display in BenefitsCal Web Chat                                     |
| 5/20/26  | 5/26/26 | Upgrade Contact Center RDS Aurora MySQL Database to 3.10.3 Version in nonproduction account                                               |
| 5/20/26  | 5/22/26 | Riverside County   IOS Upgrade for County Cisco device from IOS current version 17.15.04d to 17.15.05 (Access Device)                     |
| 5/20/26  | 5/22/26 | Workspaces URL Whitelist to enable Offshore access to OCAT Dev/Test environments through OffShore Workspaces (Security Team)              |
| 5/20/26  | 5/27/26 | Add new network block to coreapp-staging Security Group and NACL                                                                          |
| 5/20/26  | 5/20/26 | STANDARD – Weekly Linux Environment Patching – Wednesday 18:30 – 22:30 (May 20)                                                           |
| 5/20/26  | 5/26/26 | Route Table associations for New Confluent Cloud Non-Prod Environment                                                                     |
| 5/20/26  | 5/27/26 | Decommission AWS resources in East – OCAT Stage                                                                                           |
| 5/20/26  | 5/29/26 | Decommission unused EC2 – OCAT Non-Prod                                                                                                   |
| 5/21/26  | 5/27/26 | Standard Change: ForgeRock Testing in SandBox Environment 26.05.21 – 26.05.27                                                             |
| 5/21/26  | 5/22/26 | Integrate additional BenefitsCal logs into Splunk and give access to BenefitsCal dev team                                                 |
| 5/21/26  | 5/27/26 | POC: Implementation of Authentication Profiles to enforce standardized session duration and inactivity timeouts for contact center users. |
| 5/21/26  | 5/27/26 | Riverside County   IOS Upgrade for County Cisco device from IOS current version 17.15.04d to 17.15.05                                     |

| DATE (s) |         | ACTIVITY DESCRIPTION                                                                                              |
|----------|---------|-------------------------------------------------------------------------------------------------------------------|
| 5/21/26  | 5/21/26 | Standard Change: CalSAWS (WordPress) Production Website Plugin Updates                                            |
| 5/21/26  | 5/28/26 | Lambda Failure Notification for Return Mail Application – Test environment                                        |
| 5/21/26  | 5/22/26 | Upgrade DynaTrace Agent Version on Non-prod Static EC2 Instances                                                  |
| 5/21/26  | 5/21/26 | STANDARD – Weekly Linux Environment Patching – Thursday 18:30 – 20:30 (May 21)                                    |
| 5/21/26  | 5/21/26 | CalSAWS Priority Release 26.05.21                                                                                 |
| 5/21/26  | 5/22/26 | April 2026 Oracle DB RU 19.31.0.0 .0 patching on Online Performance Test databases                                |
| 5/22/26  | 5/31/26 | Windows Server Updates – May 2026                                                                                 |
| 5/22/26  | 5/22/26 | ATT 20M circuit handoff (hot cut) at Site 12003 (New Site)                                                        |
| 5/22/26  | 5/22/26 | Standard Change: ForgeRock Dev Release 26.05.22                                                                   |
| 5/22/26  | 5/27/26 | Offshore access request to dbx-sbx URLs                                                                           |
| 5/22/26  | 5/22/26 | TR2/Ptrain: Upgrade Java (Online + Batch) and April 2026 WLS Patches (Online) in coreapp-training (#058264522586) |
| 5/22/26  | 5/23/26 | CT, PRT: Upgrade Java (Online + Batch) and April 2026 WLS Patches(Online) in coreapp-county (#730335359990)       |
| 5/22/26  | 5/22/26 | STANDARD – Weekly Linux Environment Patching – Friday 18:30 –22:30 (May 22)                                       |
| 5/22/26  | 5/29/26 | Update Firewall to allow new San Bernadino FTP IP addresses in coreapp-production-network (#839113706656)         |
| 5/22/26  | 5/24/26 | Apply one-off patch 39370763 to Development, and Assembly Test databases                                          |
| 5/22/26  | 5/25/26 | Upgrade AWS CLI version in coreapp-prod                                                                           |
| 5/22/26  | 5/29/26 | Whitelisting domains for Equifax validation service                                                               |
| 5/22/26  | 5/24/26 | Windows Server Updates – May 2026                                                                                 |
| 5/22/26  | 5/23/26 | Rotate administrative system credentials – Development and Assembly test databases                                |
| 5/23/26  | 5/23/26 | April 2026 Oracle DB RU 19.31.0.0 .0 patching on Coreapp Staging databases and Batch Performance databases        |
| 5/23/26  | 5/25/26 | Apply 2509 Hotfix Rollup to SCCM (System Center Configuration Manager)                                            |
| 5/23/26  | 5/23/26 | STANDARD – Weekly Linux Environment Patching – Saturday 13:30 – 22:30 (May 23)                                    |
| 5/23/26  | 5/24/26 | PROD: Update Application Loqate Dataset in Spectrum Servers                                                       |
| 5/24/26  | 5/25/26 | Decommission unused Meds and Journal Lambdas and associated resource in coreapp-prod(851725240334)                |
| 5/24/26  | 5/25/26 | Decommission Archive RDS and associated resource in coreapp-prod(851725240334)                                    |

| DATE (s) |         | ACTIVITY DESCRIPTION                                                                                                                       |
|----------|---------|--------------------------------------------------------------------------------------------------------------------------------------------|
| 5/24/26  | 5/26/26 | Upgrade runtime of Node.js Lambda function – GAGR PROD and DR                                                                              |
| 5/24/26  | 5/27/26 | Add custom response header policy on our cloudfront for the api endpoint coreapp-prod Environment as part of the security defect CA-295784 |
| 5/25/26  | 5/26/26 | Humboldt County   IOS Upgrade for County Cisco device from IOS current version 17.15.03 to 17.15.05 (Primary Devices)                      |
| 5/25/26  | 5/26/26 | STANDARD – Weekly creation Change and Security Updates – Monday (May 25)                                                                   |
| 5/25/26  | 5/27/26 | Update County SCCM (System Center Configuration Manager) to 2509                                                                           |
| 5/25/26  | 5/27/26 | Create SSL certificate for county and project office UPS Network Management Cards                                                          |
| 5/26/26  | 5/26/26 | STANDARD – Weekly Linux Environment Patching – Tuesday 18:30 – 21:00 (May 26)                                                              |
| 5/26/26  | 5/26/26 | Configuring additional ports for site 38006 county connection firewall redundancy                                                          |
| 5/27/26  | 5/27/26 | ECR: ForgeRock non-Prod-AT/Dev/STG Fix for CVE-2026-21391 (Critical Vuls)                                                                  |
| 5/27/26  | 5/27/26 | Predictable TCP Initial Sequence Numbers Vulnerability                                                                                     |
| 5/27/26  | 5/27/26 | 13001–Imperial UPS Power Relocation and Load Balancing – Building A Telco-1, El Centro. CA                                                 |
| 5/27/26  | 5/29/26 | Address IaC defect associated with CA-301172 (coreapp-training)                                                                            |
| 5/27/26  | 5/29/26 | Add an outbound Rule to Security Group to allow connectivity to CDCR Partner coreapp-staging                                               |
| 5/27/26  | 5/29/26 | IAC Code fix for Snyk Vulnerabilities "cc-genai_call_summary" associated with defect CA-301116                                             |
| 5/27/26  | 5/28/26 | Offshore Whitelisting Request and Subnet Rename                                                                                            |
| 5/27/26  | 5/29/26 | Whitelist URLs through AWS offshore workspaces (#248969292625)                                                                             |
| 5/27/26  | 5/29/26 | San Bernardino County   IOS Upgrade for County Cisco device from IOS current version 17.15.03 to 17.15.05                                  |
| 5/27/26  | 5/27/26 | STANDARD – Weekly Linux Environment Patching – Wednesday 18:30 – 22:30 (May 27)                                                            |
| 5/27/26  | 5/29/26 | Create Lambda function and DynamoDB table to customize the message to display in BenefitsCal Web Chat                                      |
| 5/27/26  | 5/29/26 | Downscale the batch server to r6i.large                                                                                                    |
| 5/27/26  | 5/29/26 | Create DynamoDB "calsaws-amazon-quick-license-count" for eGain replacement                                                                 |
| 5/27/26  | 5/29/26 | Update the IAM Role policy for "iam-role-connect-cloudformation" to grant permissions for updating the assume role                         |

| DATE (s) |         | ACTIVITY DESCRIPTION                                                                                |
|----------|---------|-----------------------------------------------------------------------------------------------------|
| 5/27/26  | 5/29/26 | Upgrade Lambda Function Runtime to Python 3.13 in Contact Center Production Account                 |
| 5/27/26  | 5/29/26 | Delete unused Lambda function – CA-301114                                                           |
| 5/27/26  | 5/27/26 | Per CiS control id 38655 recommendation, X.509 Certificate SHA1 Signature Collision Vulnerability   |
| 5/27/26  | 5/27/26 | Disable http web services on Gold River project office Cisco switch grsw014                         |
| 5/28/26  | 5/28/26 | SandBox: Upgrade Jenkins from 2.541.2 to 2.555.2 on Sandbox-Jenkins                                 |
| 5/28/26  | 5/28/26 | Upgrade ForgeRock Non-Prod Jenkins to v2.555.2-1                                                    |
| 5/28/26  | 5/29/26 | IOS Upgrade for CDT Devices (Vacaville) from IOS Current Version 17.15.04 to 17.15.05 (Backup Path) |
| 5/28/26  | 5/28/26 | Frontier 50M circuit handoff (hot cut) and Velocloud upgrade at Site 36031                          |
| 5/28/26  | 5/28/26 | Standard Change: ForgeRock Staging Environment Build 26.05.28                                       |
| 5/28/26  | 5/28/26 | Standard Change: ForgeRock AT Release 26.05.28                                                      |
| 5/28/26  | 5/28/26 | STANDARD – Weekly Linux Environment Patching – Thursday 18:30 – 20:30 (May 28)                      |
| 5/28/26  | 5/28/26 | CalSAWS Priority Release 26.05.28                                                                   |
| 5/28/26  | 5/29/26 | Update web load balancer security policy in OCAT Prod                                               |
| 5/28/26  | 5/31/26 | Oracle Managed Service & Oracle Enterprise Manager Agent Upgrade from 13.5 to 24.1                  |
| 5/29/26  | 5/29/26 | Standard Change: ForgeRock AT DR Release 26.05.29                                                   |
| 5/29/26  | 5/29/26 | Standard Change: ForgeRock Dev Release 26.05.29                                                     |
| 5/29/26  | 5/29/26 | STANDARD – Weekly Linux Environment Patching – Friday 18:30 – 22:30 (May 29)                        |
| 5/29/26  | 5/29/26 | CalSAWS Priority Release 26.05.29                                                                   |
| 5/29/26  | 5/29/26 | ECR: Whitelist claude domains in network firewall to support M&E AWS workshop with AWS              |
| 5/29/26  | 5/30/26 | Rotate administrative system credentials – system test, performance test databases                  |
| 5/29/26  | 5/30/26 | Security Production Release 26.05.29                                                                |
| 5/30/26  | 5/30/26 | Remove AGPM Server and client components from AWSTEC003 Server.                                     |
| 5/30/26  | 5/30/26 | STANDARD – Weekly Linux Environment Patching – Saturday 13:30 – 22:30 (May 30)                      |
| 5/30/26  | 5/30/26 | ServiceNow [CSM-PROD] Family EOL Upgrade: Install Zurich Patch 8 on SNC Instance – calsawsprod      |
| 5/31/26  | 5/31/26 | Rotate administrative system credentials – PRT, CT, Staging, Training databases                     |

| DATE (S) |         | ACTIVITY DESCRIPTION                                            |
|----------|---------|-----------------------------------------------------------------|
| 5/31/26  | 5/31/26 | Rotate administrative system credentials – Production databases |
| 5/31/26  | 5/31/26 | ECR: ForgeRock Prod DR Fix for CVE-2026-21391 (Critical Vuls)   |
| 5/31/26  | 5/31/26 | Security DR Production Release 26.05.31                         |
| 5/31/26  | 5/31/26 | Terminate ForgeRock PROD Non-Live Stack EC2 Instances           |

Table 0-2: CalSAWS Upcoming Maintenance

| DATE (S) |        | ACTIVITY DESCRIPTION                                                                                                          |
|----------|--------|-------------------------------------------------------------------------------------------------------------------------------|
| 6/1/26   | 6/2/26 | STANDARD – Weekly creation Change and Security Updates – Monday (June 1)                                                      |
| 6/1/26   | 6/1/26 | Upgrade ForgeRock Prod Jenkins to v2.555.2-1                                                                                  |
| 6/1/26   | 6/1/26 | Standard Change: ForgeRock DEV DR Release 26.06.01                                                                            |
| 6/1/26   | 6/2/26 | Reconfigure and Setup Cloud Management Gateway (CMG) for county workstations.                                                 |
| 6/1/26   | 6/2/26 | Update SolarWinds Software: 2025.2 -> 2026.1.1                                                                                |
| 6/2/26   | 6/2/26 | STANDARD – Weekly Linux Environment Patching – Tuesday 18:30 – 21:00 (June 2)                                                 |
| 6/2/26   | 6/3/26 | CA-297900- Butte – Email Domain Name Change                                                                                   |
| 6/3/26   | 6/5/26 | San Bernardino County   IOS Upgrade for County Cisco device from IOS current version 17.15.03 to 17.15.05 (Secondary Device)  |
| 6/3/26   | 6/5/26 | Enable DynamoDB Point-in-Time Recovery for all DynamoDB tables in the coreapp-development.                                    |
| 6/3/26   | 6/5/26 | Fix IAC vulnerabilities associated with coreapp-development                                                                   |
| 6/3/26   | 6/5/26 | Enable connectivity for masked non-prod environments hosted on Oracle DB@AWS service                                          |
| 6/3/26   | 6/5/26 | Whitelist AT1 Hyland URL for offshore workspaces (#248969292625)                                                              |
| 6/3/26   | 6/5/26 | IAC Code fix for Snyk Vulnerabilities "cc-genai_call_summary" associated with defect CA-301116 – Training                     |
| 6/3/26   | 6/5/26 | New cluster update in PAT Confluent servers coreapp-staging (339650810458)                                                    |
| 6/3/26   | 6/4/26 | Remove outbound Rule (67.157.35.30/32) from Security Groups to disable connectivity to CDCR Partner in coreapp-development    |
| 6/3/26   | 6/5/26 | Upgrade Lambda Function Runtime to Python 3.13 in Contact Center Development Account                                          |
| 6/3/26   | 6/5/26 | Non Prod IIR –upgrade 10.2.0 HF1 – 10.5.2 HF2 in coreapp-Staging (#339650810458)                                              |
| 6/3/26   | 6/5/26 | Fix IAC vulnerabilities associated with coreapp-staging                                                                       |
| 6/3/26   | 6/5/26 | IAC code fix for Snyk vulnerabilities associated with CA-301222 in Coreapp PROD (DR)                                          |
| 6/3/26   | 6/5/26 | San Bernardino County   IOS Upgrade for County Cisco device from IOS current version 17.15.03 to 17.15.05 (Secondary Devices) |
| 6/3/26   | 6/3/26 | End of life UPS Replacement at 33094-Riverside, 1400 W Minthorn Street, Lake Elsinore, CA, 92530                              |
| 6/3/26   | 6/3/26 | End of life UPS Replacement at 33081-Riverside, 541 N San Jacinto St, Hemet, CA 92543, US                                     |

| DATE (S) |        | ACTIVITY DESCRIPTION                                                                                                                           |
|----------|--------|------------------------------------------------------------------------------------------------------------------------------------------------|
| 6/3/26   | 6/5/26 | Whitelist Microsoft URL for offshore workspaces (#248969292625)                                                                                |
| 6/3/26   | 6/5/26 | Whitelist Sandbox Equifax URL for offshore workspaces (#248969292625)                                                                          |
| 6/3/26   | 6/3/26 | STANDARD – Weekly Linux Environment Patching – Wednesday 18:30 – 22:30 (June 3)                                                                |
| 6/3/26   | 6/3/26 | Juniper firmware upgrade at Gold River office                                                                                                  |
| 6/3/26   | 6/5/26 | Adds conditional check to shared Security Group module to prevent Terraform crashes in non-Confluent environments like SYS8                    |
| 6/3/26   | 6/5/26 | IAC Code fix for Snyk Vulnerabilities "cc-genai_call_summary" associated with defect CA-301116                                                 |
| 6/3/26   | 6/3/26 | Add SNMPv3 Credentials to all county and project office UPS Network Management Cards for Qualys scanning                                       |
| 6/3/26   | 6/5/26 | Implement SAML Single Sign-On (SSO) and SCIM integration of Figma via Microsoft Entra.                                                         |
| 6/3/26   | 6/5/26 | Upgrade the Lambda Function Runtime to Java 21 and Python 3.13                                                                                 |
| 6/3/26   | 6/7/26 | PROD – Quarterly MISC May DB creation and deletion of old RDS instances – June 2026                                                            |
| 6/4/26   | 6/4/26 | Standard Change: ForgeRock Staging Environment Build 26.06.04                                                                                  |
| 6/4/26   | 6/4/26 | End of life UPS Replacement at 33011–Riverside, 4060 County Cir Dr Riverside, CA 92503                                                         |
| 6/4/26   | 6/4/26 | Standard Change: ForgeRock AT Release 26.06.04                                                                                                 |
| 6/4/26   | 6/4/26 | End of life UPS Replacement at 36031–San Bernardino, 265 E 4th St, San Bernardino, CA 92415                                                    |
| 6/4/26   | 6/4/26 | STANDARD – Weekly Linux Environment Patching – Thursday 18:30 – 20:30 (June 4)                                                                 |
| 6/4/26   | 6/4/26 | Create 58 Provisioning roles (one for each county) in ID-PROD for use with Databricks Integration                                              |
| 6/4/26   | 6/5/26 | Enable CDT connectivity between CARES and CalSAWS non-production (unmasked) environments for SFTP integration                                  |
| 6/4/26   | 6/4/26 | Add CA-Signed SSL Certificate to AWS-WEST-PANO001 Panorama Management Platform                                                                 |
| 6/4/26   | 6/5/26 | Remediation of Cisco IOS XE SCP DoS vulnerability to prevent unauthorized exploitation that could cause unexpected device reloads – QID-317822 |
| 6/5/26   | 6/5/26 | Standard Change: ForgeRock AT DR Release 26.06.05                                                                                              |
| 6/5/26   | 6/5/26 | Standard Change: ForgeRock Dev Release 26.06.05                                                                                                |
| 6/5/26   | 6/5/26 | STANDARD – Weekly Linux Environment Patching – Friday 18:30 – 22:30 (June 5)                                                                   |
| 6/6/26   | 6/6/26 | coreapp-production-tools: Convert ScriptRunner Inline Scripts to File-Based on CalSAWS PROD Jira                                               |
| 6/6/26   | 6/6/26 | STANDARD – Weekly Linux Environment Patching – Saturday 13:30 – 22:30 (June 6)                                                                 |
| 6/6/26   | 6/7/26 | PT30 – Update Apache configuration to restrict cgi path access (/cgi-bin/) in all coreapp-prod environment                                     |
| 6/7/26   | 6/7/26 | Fix IAC vulnerabilities associated with coreapp-prod                                                                                           |
| 6/7/26   | 6/7/26 | Jira Postgres RDS Database Table Stats Gathering in jiraal3db coreapp-production-tools (#271562797580)                                         |

| DATE (S) |        | ACTIVITY DESCRIPTION                                                                                                                  |
|----------|--------|---------------------------------------------------------------------------------------------------------------------------------------|
| 6/7/26   | 6/7/26 | April 2026 Oracle DB RU 19.31.0.0.0 patching on Coreapp prod, coreapp county, coreapp-production-tools and coreapp training databases |
| 6/7/26   | 6/7/26 | Decommission unused Meds and Journal Lambdas and associated resource in coreapp DR (851725240334)                                     |
| 6/7/26   | 6/7/26 | PROD: Upgrade Java (Online + Batch) and April 2026 WLS Patches (Online) (us-west-2) – coreapp-prod (#851725240334)                    |

## Deployments

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

Table 0-1: CalSAWS Deployments Completed

| RELEASE NUMBER            | DEPLOYMENT DATE |
|---------------------------|-----------------|
| Priority Release 26.05.29 | 05/29/2026      |
| Priority Release 26.05.28 | 05/28/2026      |
| Priority Release 26.05.21 | 05/21/2026      |
| Priority Release 26.05.19 | 05/19/2026      |
| Priority Release 26.05.18 | 05/18/2026      |

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

There were no Infrastructure SLA misses for the reporting period.

## 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 | CalHeers | OCAT | Central Print | Training | Production | Communication Method           | Communication Sent Date |
| Production Maintenance               | 06/07/26   | 6:00 AM    | 06/07/26 | 2:00 PM  |              |             |         |                |              |           |          |      |               |          |            | CIT 0091-26<br>Broadcast Email | 5/21/2026<br>5/27/2026  |
| Adhoc Reporting Database Maintenance | 06/07/26   | 2:00 PM    | 06/07/26 | 6:00 PM  |              |             |         |                |              |           |          |      |               |          |            | CIT 0091-26<br>Broadcast Email | 5/21/2026<br>5/27/2026  |
| CalHEERS Release 26.06               | 06/14/26   | 6:00 AM    | 06/14/26 | 10:00 AM |              |             |         |                |              |           |          |      |               |          |            | Broadcast Email                | TBD                     |
| Imaging (Hyland) Maintenance         | 06/19/26   | 10:00 PM   | 06/20/26 | 1:00 AM  |              |             |         |                |              |           |          |      |               |          |            | Broadcast Email                | TBD                     |
| BenefitsCal Release 26.06.26         | 06/25/26   | 8:00 PM    | 06/25/26 | 9:30 PM  |              |             |         |                |              |           |          |      |               |          |            | Broadcast Email                | TBD                     |
| IAM (ForgeRock) Maintenance          | 06/26/26   | 10:00 PM   | 06/27/26 | 2:00 AM  |              |             |         |                |              |           |          |      |               |          |            | CIT 00XX-26<br>Broadcast Email | TBD<br>TBD              |
| Adhoc Reporting Database Maintenance | 06/28/26   | 12:00 PM   | 06/28/26 | 4:00 PM  |              |             |         |                |              |           |          |      |               |          |            | CIT 00XX-26<br>Broadcast Email | TBD<br>TBD              |
| Production Maintenance               | 06/28/26   | 1:00 PM    | 06/28/26 | 6:30 PM  |              |             |         |                |              |           |          |      |               |          |            | CIT 00XX-26<br>Broadcast Email | TBD<br>TBD              |

Figure 0: 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

## 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 04/29/2026.                                                                                                                                                                            |
| 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.<br>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. Two (2) Accounts will be created for LA County. Testing will be done on Samsung Galaxy Tablets.                                                                                                                                                  |



| COUNTY       | UPDATES                                                                                                                                                                                   |
|--------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 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

## 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.

## ADDITIONAL PROJECTS

The following subsections provide information on larger projects managed by the Infrastructure Team. The Infrastructure Team may also be participating in Maintenance and Enhancements (M&E) led projects reported upon in the M&E status report.

### 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 05/01/2026 – 05/02/2026 successfully. HAM Operational Working Document (OWD) documentation has been submitted for review by Consortium, responding to final round of comments. Training for internal audience was completed.

- Software Asset Management (SAM)
  - SAM was implemented in production on 05/01/2026 – 05/02/2026 successfully. SAM OWD documentation has been submitted for review by Consortium, responding to final round of comments. Upcoming training for Infrastructure staff planned next period.

## Oracle Database@AWS Migration

- Continuing to execute daily Oracle Working sessions.
- Standing up additional Oracle ODB networks in preparation for pending migration activities.
- Executed additional rounds of performance testing with desired specifications, meeting all baseline expectations.

## Communications Portal

- Phase 1 Implementation complete.
- Phase 2 Sprint 3 is complete.
- Phase 3 Sprint 4 is in progress.

## Analytics

- Obtained Power BI trial licenses, implemented and provided to M&E Teams. Discussions in progress for new tenant request.
- AT9, a new analytics environment approved via Technical Budget Change Request (TBCR), planned implementation of June 04, 2026.

## Contact Center Modernization Phase 1 – eGain Replacement

- Complete Testing **Due:** June 5<sup>th</sup>
- Preparing Cutover Checklist for Go Live **Due:** June 1<sup>st</sup>
- Prepare for Live Training **Due:** 06/12/2026

## IAM Replacement

- Design drafts provided by Okta and review in progress.
- ARB re-scheduled for week of **06/01/2026**. Working on feedback provided by stakeholders.
- Pending decision on release alignment analysis between BenefitsCal and M&E.
- Started work on Training Strategy document.

## Log of Open SCRs

The following table lists other open System Change Requests (SCR) assigned to the Infrastructure Team.

Table 7.6-1: Other Open SCRs

| JIRA ID   | CREATED   | INFRA TEAM            | DESCRIPTION                                                                   | STATUS             |
|-----------|-----------|-----------------------|-------------------------------------------------------------------------------|--------------------|
| CA-301425 | 5/28/2026 | Infra Contact Center  | Activation of Barge Functionality in eCCP                                     | New                |
| CA-301419 | 5/28/2026 | Infra ForgeRock       | Forgerock – Increase password character length from 8 to 12                   | Pending Approval   |
| CA-301352 | 5/26/2026 | Infra GAGR            | GAGR, Return Mail and Alternate Print SpringBoot Upgrade                      | New                |
| CA-301245 | 5/21/2026 | Infra Imaging         | Update the Default Columns Displayed in Imaging                               | New                |
| CA-301193 | 5/20/2026 | Infra Tools           | Upgrade Jenkins to 2.555.2                                                    | System Test        |
| GAGR-1017 | 5/20/2026 | Client Correspondence | Send correct Appointment ID/Time data to Exstream CC Service for GAGR Program | Design in Progress |
| CA-301132 | 5/19/2026 | Infra Contact Center  | Amazon Quick External Reader Management in eCCP                               | Approved           |
| NOW-1502  | 5/18/2026 | Infra ServiceNow      | Notifications for Software expirations in SAM module                          | To Do              |
| CA-301085 | 5/18/2026 | Infra Contact Center  | Santa Clara – RPA workload assignment – add login check                       | In Development     |
| GAGR-1016 | 5/15/2026 | Client Correspondence | GA/GR Exstream Correspondence Request for forms and NOAs                      | In Development     |
| CA-301006 | 5/14/2026 | Infra Tools           | Jira PRD – Slowness: Convert Inline ScriptRunner Scripts to File-Based        | System Test        |
| CA-300999 | 5/14/2026 | Infra Contact Center  | Los Angeles – Reduce the number of returns CCB attempts from 3 to 2           | Design in Progress |
| CA-300962 | 5/13/2026 | Infra ForgeRock       | Replace IAM solution from ForgeRock with Okta                                 | New                |
| CA-300921 | 5/12/2026 | Infra Contact Center  | Create Call Summarization KPI Dashboard in Amazon Quick                       | New                |
| CA-300874 | 5/11/2026 | Infra DBA             | Convert Analytics RDS database to Global cluster in production only           | New                |
| CA-300873 | 5/11/2026 | Infra DBA             | Convert MISC RDS database to Global cluster in production only                | New                |
| CA-300793 | 5/7/2026  | Infra Contact Center  | Enabling Pro-Author Licensing in Amazon Quick                                 | New                |

| JIRA ID   | CREATED   | INFRA TEAM            | DESCRIPTION                                                                                              | STATUS           |
|-----------|-----------|-----------------------|----------------------------------------------------------------------------------------------------------|------------------|
| CA-300792 | 5/7/2026  | Infra Contact Center  | CalSAWS – eGain Decommission Changes                                                                     | New              |
| CA-300791 | 5/7/2026  | Infra Cloud Ops       | SFTP server and connectivity setup between CARES and CALSAWS                                             | Approved         |
| CA-300789 | 5/7/2026  | Infra Contact Center  | Santa Clara – Craig vs Bonta Clerical Queue Closure                                                      | Test Complete    |
| CA-300788 | 5/7/2026  | Infra Contact Center  | Update Agent Available Flow Routing for Queue Transfer Calls                                             | Pending Approval |
| NOW-1499  | 5/5/2026  | Infra ServiceNow      | AskCalSAWS Updates (2026)                                                                                | Documenting      |
| CA-300684 | 5/5/2026  | Infra Contact Center  | SB 1289 – Footnote updates                                                                               | Pending Approval |
| GAGR-1010 | 5/1/2026  | Client Correspondence | GA/GR Form update – 2124 CAAP Workforce Services Office Appointment                                      | System Test      |
| GAGR-1009 | 5/1/2026  | Client Correspondence | GA/GA NOA Update – CalSAWS 2–San Francisco                                                               | System Test      |
| CA-300613 | 4/30/2026 | Infra Contact Center  | Ventura County Max Queue handling                                                                        | New              |
| CA-300514 | 4/28/2026 | Infra Tools           | Create Non-Production Confluent Environment and Cluster                                                  | In Development   |
| GAGR-1007 | 4/28/2026 | 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 | 4/27/2026 | Infra Tools           | Upgrade Bitbucket from 9.4.12 to 10.2.2 LTS                                                              | System Test      |
| CA-300460 | 4/27/2026 | Infra Tools           | Atlassian Jira upgrade from 10.3.10 to 11.3.3 LTS due to vulnerabilities in current version              | System Test      |
| CA-300459 | 4/27/2026 | Security              | IAM Change/Design Assessment                                                                             | New              |
| CA-300342 | 4/23/2026 | Infra Contact Center  | County queue to have time range options for queue cap.                                                   | New              |
| CA-300293 | 4/22/2026 | Infra Contact Center  | Add Civil Rights (PUB 13) Recording to Agent Quick Connect                                               | New              |
| CA-300270 | 4/22/2026 | Infra Contact Center  | Change all eCCP references from “César Chavez Day” to “Farmworkers Day”                                  | Pending Approval |
| GAGR-995  | 4/16/2026 | Client Correspondence | Updates to GA QR7                                                                                        | System Test      |

| JIRA ID   | CREATED   | INFRA TEAM            | DESCRIPTION                                                                                                                          | STATUS           |
|-----------|-----------|-----------------------|--------------------------------------------------------------------------------------------------------------------------------------|------------------|
| GAGR-987  | 4/10/2026 | Client Correspondence | Orange– Update Form F063-26-112 (R04/18/2022)                                                                                        | In Development   |
| CA-299641 | 4/8/2026  | Infra GenAI           | Call summarization – Group 4B                                                                                                        | New              |
| CA-299640 | 4/8/2026  | Infra GenAI           | Call summarization – Group 4A                                                                                                        | New              |
| CA-299639 | 4/8/2026  | Infra GenAI           | Call summarization – Group 3C                                                                                                        | New              |
| CA-299638 | 4/8/2026  | Infra GenAI           | Call summarization – Group 3B                                                                                                        | New              |
| CA-299637 | 4/8/2026  | Infra GenAI           | Call summarization – Group 3A                                                                                                        | New              |
| CA-299636 | 4/8/2026  | Infra GenAI           | Call summarization – Group 2C                                                                                                        | New              |
| CA-299635 | 4/8/2026  | Infra GenAI           | Call summarization – Group 2B                                                                                                        | New              |
| CA-299634 | 4/8/2026  | Infra GenAI           | Call summarization – Group 2A                                                                                                        | New              |
| CA-299426 | 4/3/2026  | Infra GenAI           | Call summarization – Group 1D                                                                                                        | New              |
| CA-299251 | 3/31/2026 | Infra Cloud Ops       | Upgrade EMR version                                                                                                                  | In Development   |
| CA-298920 | 3/24/2026 | Infra Contact Center  | Update Contact Center MySQL Database versions                                                                                        | In Assembly Test |
| CA-298878 | 3/23/2026 | Infra Imaging         | County Generated Imaging Audits for C92 (All County Statewide Access) Users (Including Child Support Statewide Users)                | New              |
| NOW-1483  | 3/23/2026 | Infra ServiceNow      | Update Standard Change template                                                                                                      | Testing          |
| NOW-1482  | 3/19/2026 | Infra ServiceNow      | AWS + ENV access request roster integration                                                                                          | In Development   |
| NOW-1480  | 3/17/2026 | Infra ServiceNow      | Update Incident Notification to exclude work notes text in the email.                                                                | Done             |
| NOW-1479  | 3/16/2026 | Infra ServiceNow      | ServiceNow [CSM-PROD] Family EOL Upgrade: Install Zurich Patch 4 Hot Fix 3 on SNC Instance – CalSAWS PROD                            | Testing          |
| NOW-1478  | 3/16/2026 | Infra ServiceNow      | ServiceNow [CSM-DEV] Family EOL Upgrade: Install Zurich Patch 4 Hot Fix 3 on SNC Instance – CalSAWS DEV, CalSAWS TEST, CalSAWS TRAIN | Done             |

| JIRA ID   | CREATED   | INFRA TEAM            | DESCRIPTION                                                                     | STATUS             |
|-----------|-----------|-----------------------|---------------------------------------------------------------------------------|--------------------|
| CA-298688 | 3/13/2026 | Infra Contact Center  | CSC Report for IVR EPA PIN user calls received each month                       | New                |
| CA-298687 | 3/13/2026 | Infra Contact Center  | Solano– update IVR – Medical and CF service menu                                | System Test        |
| GAGR-964  | 3/10/2026 | Client Correspondence | San Francisco Automate Denials for no-show appointment                          | Design in Progress |
| GAGR-962  | 3/6/2026  | Client Correspondence | Updates to the GA-94-15H / request to move to test                              | System Test        |
| GAGR-961  | 3/6/2026  | Client Correspondence | Update the 115/116 B GR Denial – (90/180 Day Sanction) NOA for all reason codes | In Development     |
| GAGR-960  | 3/6/2026  | Client Correspondence | Updates to 083/084 B GR Discontinuance – (90/180 Day Sanction) NOA              | In Development     |
| GAGR-958  | 3/6/2026  | Client Correspondence | Components Requested for NOA 11-133 HHSA                                        | System Test        |
| CA-298435 | 3/5/2026  | Infra Tech Ops        | Upgrade IIR from version 10.2 to 10.5 HF1 to implement HA                       | Design in Progress |
| CA-298426 | 3/5/2026  | Infra Tools           | Jira Update to Support Initiative Request (IR) Process                          | New                |
| CA-298425 | 3/5/2026  | Infra Contact Center  | Napa County Contact Center Implementation                                       | New                |
| CA-298395 | 3/4/2026  | Infra Imaging         | Add MC Work Requirement Documents to Imaging                                    | In Development     |
| CA-298301 | 3/2/2026  | Infra Contact Center  | Cron job time update for daylight savings – March 2027                          | New                |
| CA-298300 | 3/2/2026  | Infra Contact Center  | Cron job time update for daylight savings – November 2026                       | New                |
| GAGR-955  | 2/27/2026 | Client Correspondence | New CalSAWS Appointment Type – Telephone GA/GR RE Interview                     | In Development     |
| CA-298246 | 2/27/2026 | Infra Contact Center  | LA-Enhance IVR case Self-Service menu                                           | New                |
| CA-298092 | 2/23/2026 | Security              | Implement Malware/Virus Protection for Files uploaded into S3 bucket            | New                |
| CA-298089 | 2/23/2026 | Infra Central Print   | Return Mail Updates for Address Auto-Update                                     | Test Complete      |
| CA-298038 | 2/20/2026 | Infra Tech Ops        | Upgrade SonarQube to vTBD                                                       | New                |

| JIRA ID   | CREATED   | INFRA TEAM           | DESCRIPTION                                                                                                                                   | STATUS              |
|-----------|-----------|----------------------|-----------------------------------------------------------------------------------------------------------------------------------------------|---------------------|
| CA-298037 | 2/20/2026 | Infra Dev Ops        | Upgrade Terraform from v1.5.7 to v1.14.4                                                                                                      | Ready for Committee |
| CA-298002 | 2/19/2026 | Infra GenAI          | Call summarization – Group 1C                                                                                                                 | New                 |
| CA-298001 | 2/19/2026 | Infra GenAI          | Call summarization – Group 1B                                                                                                                 | New                 |
| CA-298000 | 2/19/2026 | Infra GenAI          | Call summarization – Group 1A                                                                                                                 | In Development      |
| CA-297998 | 2/19/2026 | Infra Contact Center | eGain replacement and Reports unification                                                                                                     | System Test         |
| CA-297981 | 2/19/2026 | Infra Imaging        | Update the Imaging Solution to Hyland Titan                                                                                                   | New                 |
| NOW-1472  | 2/19/2026 | Infra ServiceNow     | Explore Catalog Builder                                                                                                                       | READY               |
| CA-297802 | 2/13/2026 | Infra Contact Center | Welcome Bot Smart Routing – Update Intent & Program Recognition Implementation Wave 2 – Sacramento, Placer, Yolo & Solano                     | Pending Approval    |
| CA-297767 | 2/12/2026 | Infra Contact Center | Welcome Bot Smart Routing – Update Intent & Program Recognition CSC Counties Implementation Wave 6 – Contra Costa, San Deigo & Ventura        | New                 |
| CA-297766 | 2/12/2026 | Infra Contact Center | Welcome Bot Smart Routing – Update Intent & Program Recognition CSC Counties Implementation wave 5 – Sutter, Butte, Yuba & Stanislaus         | New                 |
| CA-297765 | 2/12/2026 | Infra Contact Center | Welcome Bot Smart Routing – Update Intent & Program Recognition CSC Counties Implementation-wave 4 – San Bernardino, Kings, Monterey & Orange | New                 |
| CA-297764 | 2/12/2026 | Infra Contact Center | Welcome Bot Smart Routing – Update Intent & Program Recognition Implementation–Wave 3 – San Francisco, Fresno, Tulare, Kern                   | Design in Progress  |
| CA-297701 | 2/11/2026 | Infra Central Print  | Return Mail Imaging Report                                                                                                                    | New                 |
| NOW-1467  | 2/6/2026  | Infra ServiceNow     | C92 Account Access changes                                                                                                                    | In Progress         |

| JIRA ID   | CREATED    | INFRA TEAM            | DESCRIPTION                                                                                                   | STATUS             |
|-----------|------------|-----------------------|---------------------------------------------------------------------------------------------------------------|--------------------|
| GAGR-946  | 2/2/2026   | Client Correspondence | Update Exstream RC XAS889 status reason to align with RC text                                                 | New                |
| CA-297398 | 1/30/2026  | Infra DBA             | Support GW Change – Object re-organization (REORG) in CalSAWS Oracle databases – Phase 2                      | New                |
| CA-297196 | 1/22/2026  | Infra Contact Center  | Create Ability to Purge Queued Calls in CalSAWS Contact Center (Emergency Closure)                            | New                |
| CA-297193 | 1/22/2026  | Infra Contact Center  | Add Language Selection for Outbound Calls From CSC                                                            | New                |
| GAGR-939  | 1/15/2026  | Client Correspondence | Contra Costa GA RE packet automation and send via Gainwell Central Print                                      | New                |
| GAGR-937  | 1/14/2026  | Client Correspondence | IP request – Update F063-08-67 GRWP CFET Participation Agreement                                              | In Development     |
| GAGR-936  | 1/14/2026  | Client Correspondence | IP request – Update GRWP Job Search Report F063-08-71A (R04/15)                                               | System Test        |
| GAGR-935  | 1/14/2026  | Client Correspondence | Marin County Opt-In GAGR Client Correspondence Service                                                        | New                |
| CA-296933 | 1/7/2026   | Infra Contact Center  | Call me/web chat integration refactoring                                                                      | New                |
| CA-296928 | 1/7/2026   | Infra Contact Center  | Welcome Bot Smart Routing – Update Intent & Program Recognition Implementation-Wave 1 San Luis Obispo, Shasta | 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                                    | In Development     |
| 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-295731 | 11/12/2025 | Infra Tech Ops        | Upgrade Kafka and Schema Registry clients to supported Confluent v7.8.4                                 | System 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  | 10/7/2025  | Infra ServiceNow      | Allow Cross scope privilege from 'AWS Service Management Connector' app to "sc_cat_item_category" table | Documenting            |
| NOW-1450  | 10/3/2025  | Infra ServiceNow      | new AWS Change Request type                                                                             | Documenting            |
| CA-294693 | 9/25/2025  | Infra Contact Center  | Enhance Existing Consortium Informational Message in IVR                                                | New                    |
| CA-294588 | 9/19/2025  | Consortium            | Communication Portal – Phase 2                                                                          | New                    |
| NOW-1443  | 9/4/2025   | Infra ServiceNow      | New Catalog Item and Workflow – Project Maintenance                                                     | Pending for Validation |
| CA-294234 | 9/4/2025   | Infra Contact Center  | Add Ability to Update Future Agent Activity Status for Chat Agents in eCCP                              | Approved               |
| CA-294128 | 8/29/2025  | Infra Contact Center  | Apply Contact Attributes to Measure Calls Diverted by 'Maximum Contacts in Queue' Threshold             | Design in Progress     |
| GAGR-892  | 8/19/2025  | Client Correspondence | San Joaquin County GAGR Exstream Automated Solution Development and Implementation                      | New                    |

| JIRA ID   | CREATED   | INFRA TEAM            | DESCRIPTION                                                                                    | STATUS              |
|-----------|-----------|-----------------------|------------------------------------------------------------------------------------------------|---------------------|
| CA-293621 | 8/11/2025 | Infra Tech Ops        | Perform Ansible Tower Upgrade from version 3.8.6 to Ansible Automation Platform (AAP) 2.3.0    | Ready for Committee |
| CA-293571 | 8/8/2025  | Infra Contact Center  | Enhance IVR – Ability for customers to opt-out of Self-Service Integrated Voice Response (IVR) | New                 |
| CA-293391 | 8/4/2025  | Infra Tech Ops        | Upgrade Oracle APEX to version: 24.1                                                           | Ready for Committee |
| CA-293388 | 8/4/2025  | Infra ForgeRock       | Migrate AWS PinPoint to AWS End User Messaging                                                 | Pending Approval    |
| NOW-1430  | 7/31/2025 | Infra ServiceNow      | Track CalSAWS Consolidated Waiver Requests in ServiceNow, integrated with CMDB/CAB/CHG mgmt    | To Do               |
| CA-293257 | 7/29/2025 | Infra Imaging         | Add a Disability Document Type to CalSAWS Imaging Solution                                     | New                 |
| CA-293256 | 7/29/2025 | Infra Imaging         | Update Imaging Routing of Lobby/Kiosk documents to Skip Queues When Possible                   | New                 |
| CA-293093 | 7/24/2025 | Infra Contact Center  | Enhance Reschedule appointment functionality – Existing Functionality                          | New                 |
| CA-292834 | 7/14/2025 | Infra Tech Ops        | Create user account in CalSAWS for Dynatrace monitoring                                        | New                 |
| GAGR-856  | 6/17/2025 | Client Correspondence | Remove 'Customer ID' from GAGR Forms and NOA Headers                                           | New                 |
| CA-291383 | 5/29/2025 | Infra Contact Center  | AWS Queue Depth Report                                                                         | Design in Progress  |
| CA-291382 | 5/29/2025 | Infra Contact Center  | Create Repeat Callers report                                                                   | New                 |
| GAGR-837  | 5/19/2025 | Client Correspondence | Contra Costa Automate GA Form SL 700                                                           | New                 |
| CA-291073 | 5/19/2025 | Infra Tech Support    | Pilot – AI-Driven Documentation, Code Generation and Code Pilot                                | Design in Progress  |
| CA-290863 | 5/12/2025 | Infra Tech Support    | Managed Lobby Equipment Management in InTune                                                   | System Test         |
| CA-290786 | 5/8/2025  | Infra Contact Center  | External Partner – Enable Calabrio Live Monitor for better view – Calabrio Vendor – PFR        | New                 |

| JIRA ID   | CREATED   | INFRA TEAM           | DESCRIPTION                                                                              | STATUS             |
|-----------|-----------|----------------------|------------------------------------------------------------------------------------------|--------------------|
| CA-290785 | 5/8/2025  | Infra Contact Center | Ventura Contact Center – Opt-in to BenefitsCal Webchat                                   | New                |
| CA-290616 | 5/2/2025  | Infra Tech Ops       | LA County-Whitelist New IP Address for CCRC                                              | New                |
| NOW-1412  | 5/1/2025  | Infra ServiceNow     | Incident and sc_req_item metric view access                                              | To Do              |
| CA-290041 | 4/17/2025 | Infra Contact Center | San Bernardino – Deactivate IVR Predictive Handling – CPO                                | Design in Progress |
| CA-289662 | 4/8/2025  | Online               | Adding a new baby to a Medical only Case Using RPA                                       | New                |
| CA-289657 | 4/8/2025  | Infra Tech Ops       | Enable CARES/FCED related infrastructure in PROD before FCED go live                     | In Assembly Test   |
| CA-289583 | 4/7/2025  | Infra Tech Arch      | Add FCED Services to AT 2 Environment                                                    | New                |
| CA-289432 | 4/2/2025  | Security             | Add Additional Security Role to Hide CPS Program                                         | New                |
| CA-289327 | 3/31/2025 | Infra Contact Center | LA – Calabrio – Sync Live Monitoring with session timeout                                | New                |
| OCAT-11   | 3/28/2025 | Infra OCAT           | Standardize OCAT Scanning – Qualsys                                                      | New                |
| CA-289238 | 3/27/2025 | Infra Contact Center | AWS – Ability to filter data by Contact Origin                                           | New                |
| NOW-1408  | 3/20/2025 | Infra ServiceNow     | Potential defect with sys_audit unarchive, + hardening for Xanadu upgrade                | To Do              |
| CA-288948 | 3/18/2025 | Infra Tech Ops       | Install Spring Tools version 4.22.1 and Snyk Eclipse plug-in 3.2.0                       | In Development     |
| CA-288288 | 2/27/2025 | Infra Contact Center | LA – RMR – No Warm Hand Off Capability AWS                                               | New                |
| CA-287484 | 2/5/2025  | Infra Contact Center | RPA report should take failed instances into account                                     | New                |
| CA-287326 | 1/31/2025 | Infra Tech Ops       | IADPU DMDP-23 AWS Macie: OWD DDEL/FDEL Process for Gainwell                              | New                |
| CA-287325 | 1/31/2025 | Infra Tech Ops       | IAPDU TLM-13 ITOM – Update deliverables and OWDs related to ITOM Gainwell Implementation | Pending Approval   |

| JIRA ID   | CREATED    | INFRA TEAM            | DESCRIPTION                                                                                 | STATUS |
|-----------|------------|-----------------------|---------------------------------------------------------------------------------------------|--------|
| GAGR-763  | 1/17/2025  | Client Correspondence | Kern County Opting into the GAGR Automated Solution – Exstream Service and New Forms / NOAs | New    |
| CA-286281 | 12/26/2024 | Infra Contact Center  | County purchase –Los Angeles MOD Hotline into AWS                                           | New    |
| CA-285184 | 11/25/2024 | Infra Contact Center  | Update User Security Rights within eGAIN Reporting                                          | New    |
| CA-285108 | 11/21/2024 | Infra Contact Center  | Deploy Web Chat and Click to Call code to all AWS Accounts                                  | New    |
| CA-285088 | 11/21/2024 | Infra Tech Ops        | Create Retention/Query Process for Quest Change Auditor SQL Database                        | New    |
| CA-284855 | 11/14/2024 | Security              | DMDP-21: Data Security P2                                                                   | New    |
| GAGR-744  | 11/14/2024 | Client Correspondence | Develop 1:1 DB Synchronization between CalSAWS environments and GAGR Correspondence Service | New    |
| CA-284676 | 11/7/2024  | Infra Contact Center  | Add Data Retention Policy to AWS Call Recordings (Audio Calls) for All Counties             | New    |
| CA-283358 | 10/4/2024  | Infra Contact Center  | External Agency – AWS – IVR Response Timeout Issue for Customers – Policy compliance        | New    |
| CA-283266 | 10/2/2024  | Infra Contact Center  | Update IVR & bots to understand all threshold languages                                     | New    |
| CA-283265 | 10/2/2024  | Infra Contact Center  | Add threshold languages currently supported by IVR to bots.                                 | New    |
| CA-283075 | 9/26/2024  | Infra Contact Center  | External Agency AWS- Abandon Interval not summing to Total Abandonment                      | New    |
| CA-283043 | 9/25/2024  | Infra Contact Center  | Access to Nuance to retrieve real time and historical voice biometrics data                 | New    |
| CA-283040 | 9/25/2024  | Infra Contact Center  | Caller's wait time should be preserved through their call transfer                          | New    |
| CA-283037 | 9/25/2024  | Infra Contact Center  | Enable Spanish Transcriptions in Calabrio recordings for Spanish calls                      | New    |

| JIRA ID   | CREATED   | INFRA TEAM           | DESCRIPTION                                                                                       | STATUS         |
|-----------|-----------|----------------------|---------------------------------------------------------------------------------------------------|----------------|
| CA-283031 | 9/25/2024 | Infra Contact Center | Gamification Enhancements for eCCP                                                                | New            |
| CA-282697 | 9/16/2024 | Infra Contact Center | Update the FFY Packet Outbound Call                                                               | New            |
| CA-282108 | 8/27/2024 | Infra Contact Center | Calabrio – Auto assign new users from county Default team                                         | New            |
| CA-282025 | 8/23/2024 | Infra Contact Center | Migration of Outbound application from legacy prod account to Shared functions production account | New            |
| CA-280780 | 7/24/2024 | Infra Contact Center | Allow Various Options for County Selection regarding "You are on Hold" Message                    | New            |
| CA-280778 | 7/24/2024 | Infra Contact Center | Interactive Voice Response IVR Text for Courtesy Call Back CCB                                    | New            |
| CA-280529 | 7/17/2024 | Infra Contact Center | Sacramento – *Pending CPO* Calabrio Support                                                       | New            |
| CA-279531 | 6/19/2024 | Infra Contact Center | Fresno– Contact Center: Max Queue Data Stats– Report                                              | New            |
| CA-279402 | 6/17/2024 | Infra Contact Center | Coordinate/Sync County Holiday Updates Between CalSAWS and the Contact Center                     | New            |
| CA-278880 | 6/5/2024  | Infra Contact Center | Voice Bots Statewide Rollout: Alameda County: Welcome Bot Only                                    | New            |
| CA-278831 | 6/4/2024  | Infra Contact Center | Enhance eCCP Message of the Day to include formatting, emojis and more characters                 | New            |
| CA-278830 | 6/4/2024  | Infra Contact Center | Customize eCCP for automatic logout                                                               | New            |
| CA-278829 | 6/4/2024  | Infra Contact Center | Voice Bots Statewide Rollout: Sonoma County: Welcome Bot Only                                     | New            |
| CA-278828 | 6/4/2024  | Infra Contact Center | Add ability to customize system message in eCCP to display in BenefitsCal web chat                | In Development |
| CA-278638 | 5/31/2024 | Infra Contact Center | Statewide Authentication Bot Enhancement – Reporting of Skipped Calls                             | New            |
| CA-278377 | 5/24/2024 | Infra Contact Center | Placeholder – Implement Contact Center Disaster                                                   | New            |

| JIRA ID   | CREATED   | INFRA TEAM           | DESCRIPTION                                                                                                                         | STATUS              |
|-----------|-----------|----------------------|-------------------------------------------------------------------------------------------------------------------------------------|---------------------|
|           |           |                      | Recovery Solution on one Single county                                                                                              |                     |
| CA-277932 | 5/15/2024 | Infra Contact Center | ***Placeholder*** Add Logout Functionality to Supervisor Panel                                                                      | New                 |
| CA-277481 | 5/6/2024  | Infra Contact Center | Enhance eCCP to allow for users to perform a direct transfer(Cold Transfer)                                                         | New                 |
| CA-277286 | 4/30/2024 | Infra Contact Center | Add Verbiage from MEDIL I 24-11 for All CSC Counties IVRs                                                                           | New                 |
| CA-277050 | 4/24/2024 | Infra Contact Center | Update Contact Center Lambda Secrets Manager Reference                                                                              | New                 |
| CA-276974 | 4/23/2024 | Infra Tech Ops       | Upgrade Oracle Apex to 24.1                                                                                                         | Ready for Committee |
| CA-276763 | 4/18/2024 | Infra Contact Center | LA – Call Center – eGain – Allow multiple users to be selected from the parameters search                                           | New                 |
| CA-276762 | 4/18/2024 | Infra Contact Center | LA – Call Center – eGain – Add a search option to allow to search by EW                                                             | New                 |
| CA-276632 | 4/16/2024 | Infra Contact Center | An additional Admin page to the eCCP to manage RE Line                                                                              | New                 |
| CA-276579 | 4/15/2024 | Infra Contact Center | Upgrade Calabrio to the WFM Cloud Solution                                                                                          | New                 |
| CA-276410 | 4/10/2024 | Infra Contact Center | E-mail Alert when Contact Center is closed via Remote Admin phone line.                                                             | New                 |
| CA-276409 | 4/10/2024 | Infra Contact Center | Enable default routing profile nightly revert and enable searching by tags                                                          | Design in Progress  |
| CA-276407 | 4/10/2024 | Infra Contact Center | External Agency – eGain = Los Angeles County – Call Center – eGain – Missed calls by each EW not available on the EW summary report | New                 |
| CA-276406 | 4/10/2024 | Infra Contact Center | PFR – Los Angeles County – Call Center – eGain – Calls routed to each EW not available on the EW summary report                     | New                 |
| CA-276403 | 4/10/2024 | Infra Contact Center | PFR – IVR/Contact Center eGAIN Report Update                                                                                        | New                 |

| JIRA ID   | CREATED   | INFRA TEAM           | DESCRIPTION                                                                                                                                         | STATUS           |
|-----------|-----------|----------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------|------------------|
| CA-276402 | 4/10/2024 | Infra Contact Center | Post Call Survey Data to be accessible in Quick                                                                                                     | New              |
| CA-276401 | 4/10/2024 | Infra Contact Center | Percent allocation setting to Post Call Survey                                                                                                      | New              |
| CA-276400 | 4/10/2024 | Infra Contact Center | Post Call Survey reporting format update                                                                                                            | New              |
| CA-276399 | 4/10/2024 | Infra Contact Center | eGain: CCB Historical report – essential data elements                                                                                              | New              |
| CA-276398 | 4/10/2024 | Infra Contact Center | PFR – eGain: CCB Real-time report – essential data elements                                                                                         | New              |
| CA-276396 | 4/10/2024 | Infra Contact Center | Adding ability to reference AWS s3 stored prompts in the "Emergency Messages" – Admin Page                                                          | New              |
| CA-276393 | 4/10/2024 | Infra Contact Center | Adding ability to reference AWS s3 stored prompts in the "Queue Hold Messages" – Admin Page – to allow for WAV files and foreign language handling. | New              |
| CA-276392 | 4/10/2024 | Infra Contact Center | Adding ability to reference AWS s3 stored prompts in the "Informational Messages" – Admin Page                                                      | New              |
| CA-276390 | 4/10/2024 | Infra Contact Center | Message-On-Hold (MOH) management on Admin Page by Queue                                                                                             | Committee Review |
| CA-276389 | 4/10/2024 | Infra Contact Center | eCCP – Post Call Status after Outbound Call                                                                                                         | New              |
| CA-275994 | 4/1/2024  | Infra Contact Center | Amazon Connect Copy – Environment Reset                                                                                                             | New              |
| CA-275845 | 3/27/2024 | Security             | DMDP-21: Data Security P1                                                                                                                           | New              |
| CA-275645 | 3/21/2024 | Infra Contact Center | Stanislaus – Call Center Enhancements                                                                                                               | New              |
| CA-275420 | 3/14/2024 | Infra Contact Center | "Title: Message-On-Hold (MOH) / Adding them to the eCCP Admin Tool (Short-Term Solution)                                                            | "                |
| CA-275376 | 3/13/2024 | Infra Contact Center | IVR to add additional validations for RPA card replacement request routing                                                                          | New              |
| CA-275373 | 3/13/2024 | Infra Contact Center | Amazon Connect/eGain Back End Database Access                                                                                                       | New              |
| CA-274846 | 2/29/2024 | Infra Contact Center | Calls to be routed to assigned worker if a                                                                                                          | New              |

| JIRA ID   | CREATED    | INFRA TEAM            | DESCRIPTION                                                                | STATUS             |
|-----------|------------|-----------------------|----------------------------------------------------------------------------|--------------------|
|           |            |                       | discontinued program is still assigned to a worker                         |                    |
| CA-274373 | 2/20/2024  | Infra Contact Center  | Assessment to automate all RPA, Post Call Survey and voice bots reports.   | New                |
| CA-273899 | 2/7/2024   | Infra Contact Center  | PFR – Calabrio – Ability to live monitor multiple workers at a time        | New                |
| CA-273894 | 2/7/2024   | Infra Contact Center  | Ability to skill staff with more than one routing profile                  | New                |
| CA-273487 | 1/30/2024  | Infra Contact Center  | Queue Limits Page drop down to view more than 10 per page                  | New                |
| CA-273471 | 1/30/2024  | Infra Contact Center  | Roll-on/off eCCP Admin Page enhance search feature                         | New                |
| CA-273448 | 1/30/2024  | Infra Contact Center  | Quick Connect Admin Page Updates                                           | New                |
| CA-273447 | 1/30/2024  | Infra Contact Center  | Teams (units) copy from AWS to eCCP                                        | New                |
| CA-273446 | 1/30/2024  | Infra Contact Center  | CSC IVR Call Limits                                                        | Design in Progress |
| CA-273442 | 1/30/2024  | Infra Contact Center  | Update eCCP to expose AWS CCP Headset Options                              | New                |
| CA-273439 | 1/30/2024  | Infra Contact Center  | Remove wait time from IVR and replace with position in line                | New                |
| CA-273252 | 1/25/2024  | Infra Contact Center  | Update Agent Status if eCCP times out while in specific statuses.          | New                |
| CA-273209 | 1/24/2024  | Infra Contact Center  | Add a Pending Not Ready Status to the eCCP                                 | New                |
| CA-272919 | 1/17/2024  | Infra Contact Center  | Reconfigure Queue Assignment in Contact Flows                              | New                |
| CA-270818 | 11/20/2023 | Infra Contact Center  | Add a Static Dial Pad on eCCP                                              | New                |
| GAGR-463  | 10/24/2023 | Client Correspondence | Test on Deferred test cases from all previous releases from 21.11 to 23.09 | System Test        |
| CA-266244 | 8/11/2023  | Infra Contact Center  | Migrate the CalSAWS Service Desk to the CalSAWS Contact Center Environment | New                |
| CA-265391 | 7/26/2023  | Infra Contact Center  | Modify eCCP Security rights                                                | Committee Review   |
| CA-256497 | 2/9/2023   | Online                | Robotic Processing Automation (RPA) – 18 – 21                              | New                |



| JIRA ID   | CREATED   | INFRA TEAM           | DESCRIPTION                                                                                  | STATUS      |
|-----------|-----------|----------------------|----------------------------------------------------------------------------------------------|-------------|
|           |           |                      | Year Old Adult and Child Not Aided in Household                                              |             |
| CA-256495 | 2/9/2023  | Online               | Robotic Processing Automation (RPA) – Identify Cases with Expenses Amount Higher Than Income | New         |
| CA-250838 | 9/30/2022 | Infra Contact Center | Outbound Call Campaign: Create Call Result Record for Each Attempt                           | System Test |
| CA-245925 | 5/25/2022 | Infra Contact Center | RPA BIC Bot CalSAWS Contact Center-Interactive Voice Response (IVR) Solution                 | New         |
| CA-245839 | 5/24/2022 | Infra Contact Center | Update Wording from Medi-Cal Redetermination to Medi-Cal Renewal                             | 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**

