

CalSAWS

California Statewide Automated Welfare System



Bi-Weekly Status Report

CalSAWS Infrastructure

Reporting Period: June 1, 2026 – June 14, 2026

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Bi-Weekly Status – CalSAWS Infrastructure

1 EXECUTIVE SUMMARY

The following table includes the highlights for the reporting period.

Table 1-1: Status Dashboard

TOPIC	HIGHLIGHTS FOR THE REPORTING PERIOD
Availability	CalSAWS Calabrio users were unable to access Calabrio, the workforce management tool, on June 3, 2026, from 8:50 AM to 6:32 PM. No impact to outbound/inbound calls to CalSAWS Contact Centers.
Defects	There are 35 active Infrastructure Production defects.
Incidents	RESOLVED: PRB0053650 – As of 2:40 PM on June 11, 2026, San Bernardino users at the 1504 S Gifford Ave, San Bernardino site are unable to access CalSAWS and associated systems due to a power outage. San Bernardino users at the Gifford Ave. site will experience issues accessing CalSAWS and associated systems until the issue is resolved. The utility provider has confirmed an unplanned power outage in the area. An update will be provided when additional information becomes available. <i>Update: Power at the Gifford Ave. site has been restored by the local utility provider. The CalSAWS project team monitored stability at the site and are confirming with the county users are able to access CalSAWS and associated systems. An update will be provided when user access has been confirmed.</i> As of 8:30 AM on June 12, 2026, the issue has been resolved. A local county contact confirmed users are able to access CalSAWS and associated systems. RESOLVED: PRB0053649 – As of 2:35 PM on June 11, 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. <i>Update: The local internet provider, Spectrum, indicated an outage affecting internet services at the Perris, site with an estimated time of restoration at 8:30 PM tonight.</i> As of 7:00 AM on June 12, 2026, this issue has been resolved by Spectrum. Internet connectivity has been restored at the Perris site and users are able to access CalSAWS and associated systems. RESOLVED: PRB0053658 – As of 4:04 PM on June 11, 2026, Colusa County users at the 251 E Webster St, Colusa site may experience slowness when accessing CalSAWS and associated systems. Colusa County users at the Colusa site may experience intermittent slowness when accessing CalSAWS and associated systems until the issue is resolved. As of 8:16 PM

TOPIC	HIGHLIGHTS FOR THE REPORTING PERIOD
	on June 11, 2026, the issue has been resolved by the local internet provider. The project team confirmed stable internet connectivity at the Colusa site. Users are able to access CalSAWS and associated systems at normal speeds. ▪ New: PRB0053590 – As of 11:59 AM on May 22, 2026, Users are unable to accept EDBC due to the hard validation error related to ABAWD Screening. Users will remain unable to accept EDBC until the hard validation error is resolved. Workaround: <i>For Transitional CalFresh (TCF) Cases:</i> ○ <i>For adults between ages 18 and 64, update their ABAWD Screening record as follows:</i> ▪ <i>Screening Type: Intake (Note: TCF cases require Screening Type of "Intake", not RE or Mid-Period)</i> ▪ <i>Screening Complete: Yes</i> ▪ <i>Begin Date: Same as BDA in the Program Details for CalFresh</i> ▪ <i>Screening Result: Exempt (mark with a Reason(s)) or Mandatory</i> ▪ <i>Save and continue.</i> ▪ <i>Run EDBC for CalFresh.</i> <i>For cases with RE due month of 05/2026 or earlier (this includes rescinded cases):</i> ○ <i>For adults between ages 18 and 64, update their ABAWD Screening record as follows:</i> ▪ <i>Screening Type: RE</i> ▪ <i>Screening Complete: Yes</i> ▪ <i>Begin Date: The first day of the new certification period. Note: If processing delayed RE with a break, enter the date the CFHH is compliant.</i> ▪ <i>Screening Result: Exempt (mark with a Reason(s)) or Mandatory</i> ▪ <i>Save and continue.</i> ▪ <i>Run EDBC for CalFresh.</i> <i>For cases with applications prior to 06/2026 (this includes rescinded cases):</i> ○ <i>For adults between ages 18 and 64, update their ABAWD Screening record as follows:</i> ▪ <i>Screening Type: Intake</i> ▪ <i>Screening Complete: Yes</i> ▪ <i>Begin Date: Date is the Application Date or Beginning Date of Aid as appropriate</i> ▪ <i>Screening Result: Exempt (mark with a Reason(s)) or Mandatory</i>

TOPIC	HIGHLIGHTS FOR THE REPORTING PERIOD
	▪ <i>Save and continue.</i> ▪ <i>Run EDBC for CalFresh.</i> Defect CA-301560 has been created to track this issue and is targeted for deployment on Thursday, July 9, 2026. An update will be provided when the issue is resolved. ▪ New: PRB0053564, PRB0053606, PRB0053561, PRB0053557 – As of 1:07 PM on May 26, 2026, the ABAWD status is being set incorrectly, which is causing the system to incorrectly determine Countable Months. The ABAWD status and related Countable Month determinations will remain incorrect until the issue is resolved. Workaround: Until the defect is resolved, users can rerun EDBC for the month in which the incorrect ABAWD status was originally applied. Once EDBC is rerun, the automated daily ABAWD Status Sync batch process will update the ABAWD status on the Time Limit page. As an alternative, users may manually correct the ABAWD status by updating the information directly on the ABAWD Time Limit page. Defect CA-301342 has been created to track this issue and is targeted for deployment on Saturday, June 27, 2026. An update will be provided when the issue is resolved. ▪ RESOLVED: PRB0053648 – As of 2:30 PM on June 11, 2026, San Bernardino users at the 860 Brier Dr, San Bernardino site are unable to access CalSAWS and associated systems due to a power outage. San Bernardino users at the Brier Drive site will experience issues accessing CalSAWS and associated systems until the issue is resolved. The utility provider has confirmed an unplanned power outage in the area. An update will be provided when additional information becomes available. <i>As of 3:57 PM on June 11, 2026, this issue has been resolved by the local utility provider. Power at the Brier Drive site has been restored and users are able to access CalSAWS and associated systems.</i> ▪ RESOLVED: PRB0053642 – As of 4:30 PM on June 10, 2026, San Bernardino County users at the 10875 Rancho Rd, Adelanto site may experience slowness when accessing CalSAWS and associated systems. San Bernardino County users at the Adelanto site may experience intermittent slowness when accessing CalSAWS and associated systems until the issue is resolved. The project team is working with the telecommunication provider to resolve the issue. An update will be provided when additional information becomes available. <i>As of 7:00 AM on June 11, 2026, the issue has been resolved by the local internet provider Frontier. The project team confirmed stable internet connectivity at the Adelanto site. Users are now able to access CalSAWS and associated systems at normal speeds.</i> ▪ RESOLVED: PRB0053631 – As of 11:19 AM on June 9, 2026, San Bernardino County users at the 1090 E Broadway St, Needles site may experience slowness when accessing CalSAWS and associated systems. San Bernardino County users at the Needles site may experience intermittent slowness when accessing CalSAWS and associated systems until the issue is resolved. The project team is working with the telecommunication provider to resolve the issue. An update will be provided when additional information becomes available. <i>Update: The local Internet provider confirmed they are actively working to resolve</i>

TOPIC	HIGHLIGHTS FOR THE REPORTING PERIOD
	the outage. No Estimated time of restoration is available. An update will be provided when the issue is resolved. As of 4:26 PM on June 10, 2026, the issue has been resolved by the local internet provider. The project team confirmed stable internet connectivity at the Needles site. Users are now able to access CalSAWS and associated systems. ▪ RESOLVED: PRB0053485 – Starting at 11:00 AM on May 5, 2026, several large Central Print Return Mail Imaging files from specific days of the month did not successfully process. Impacted counties will notice higher than normal return mail images and task volumes (if applicable) received on May 5 and May 6, 2026, due to these impacted files with older dates. The CalSAWS Project team reran the impacted files and completed the processing yesterday, May 6, 2026. Defect CA-300790 has been created to track the issue and is expected to be implemented next week. The affected Central Print Return Mail Imaging files are from the following dates: ○ 01/28/2026 (Scan date: 01/27/2026) ○ 02/02/2026 (Scan date: 02/01/2026) ○ 03/02/2026 (Scan date: 03/01/2026) ○ 03/30/2026 (Scan date: 03/29/2026) ○ 04/27/2026 (Scan date: 04/26/2026) ○ 05/04/2026 (Scan date: 05/03/2026) The team is assessing county impact. Affected counties and next steps will be provided when an update is available. Update: The team continues to work on resolving the issue, including determining how to best assist the impacted counties. An update will be provided when additional information becomes available. Counties that were NOT impacted are: (2) Alpine, (3) Amador, (6) Colusa, (8) Del Norte, (10) Fresno, (11) Glenn, (13) Imperial, (14) Inyo, (16) Kings, (18) Lassen, (21) Marin, (22) Mariposa, (23) Mendocino, (25) Modoc, (26) Mono, (27) Monterey, (32) Plumas, (42) Santa Barbara, (46) Sierra, (47) Siskiyou, (51) Sutter, (52) Tehama, (53) Trinity, (56) Ventura, (57) Yolo. An update will be provided when additional information becomes available. Update #2: Case lists for the impacted counties have been uploaded to each county's secure document folder on the CalSAWS Communication Portal. The project team is also drafting a County Alert Transmittal (CAT) broadcast that will provide guidance on reviewing the list of impacted cases and the location of the file. Update #2: Case lists for the impacted counties have been uploaded to each county's secure document folder on the CalSAWS Communication Portal. The list can be found here: Communication & Resources > County Secured Documents > County Name > Central Print > Defect CA-300790 Data. Note: No action is required for counties with no impacted cases. Mitigation steps have been implemented to prevent the issue from recurring while the team continues to work toward a permanent solution under Defect CA-300790. Additional updates will be provided once the issue has been resolved.

TOPIC	HIGHLIGHTS FOR THE REPORTING PERIOD
	As of 8:00 PM on June 3, 2026, the issue has been resolved with the deployment of Defect CA-300790. The team monitored and verified successful transfer of image files into CalSAWS. County Action: Beginning with the May and April cases, review the cases identified in the list referenced in Update #2 and follow your county's business processes to take any necessary action related to returned mail images. ▪ RESOLVED: PRB0053624 – As of 10:34 AM on June 8, 2026, Sierra County users at the 22 Maiden Ln, Downieville site are unable to access CalSAWS and associated systems due to a power outage. Sierra County users at the Downieville site will experience issues accessing CalSAWS and associated systems until the issue is resolved. The utility provider has confirmed an unplanned power outage in the area. An update will be provided when additional information becomes available. Update: Power at the Downieville site has been restored. In addition, network connectivity has been restored by AT&T at the Downieville site. Access to CalSAWS and associated systems is pending confirmation from local county contact. As of 4:51 PM on June 08, 2026, the issue has been resolved by AT&T. Users at the Downieville site are now able to access CalSAWS and associated systems. ▪ RESOLVED: PRB0053615 – As of 7:00 AM on June 5, 2026, Riverside County users at the 1283 6th St, Coachella site may experience slowness when accessing CalSAWS and associated systems. Riverside County users at the Coachella site may experience intermittent slowness when accessing CalSAWS and associated systems until the issue is resolved. The primary link at the Coachella site is down due to a Frontier Network outage in the local area. Currently there is no estimated time of repair from the network provider. An update will be provided when the issue is resolved. Update: Frontier confirmed the outage is caused by fiber cut and their technicians are actively working to resolve the issue with an estimated time of restoration at 6:00 PM tonight. As of 10:15 PM on June 05, 2026, the issue has been resolved by Frontier. Users at the Coachella site are now able to access CalSAWS and associated systems at normal speed. ▪ RESOLVED: PRB0053614 – As of 7:00 AM on June 5, 2026, San Bernardino County users at the 73629 Sun Valley Dr, Twentynine Palms site may experience slowness when accessing CalSAWS and associated systems. San Bernardino County users at the Twentynine Palms site may experience intermittent slowness when accessing CalSAWS and associated systems until the issue is resolved. The primary link at the Twentynine Palms site is down due to a Frontier Network outage in the local area. Currently there is no estimated time of repair from the network provider. An update will be provided when the issue is resolved. Update: Frontier confirmed the outage is caused by fiber cut and their technicians are actively working to resolve the issue with an estimated time of restoration at 6:00 PM tonight. As of 10:15 PM on June 05, 2026, the issue has been resolved by Frontier. Users at the Twentynine Palms site are now able to access CalSAWS and associated systems at normal speed.

TOPIC	HIGHLIGHTS FOR THE REPORTING PERIOD
	▪ RESOLVED: PRB0053608 – As of 6:34 AM on June 4, 2026, Siskiyou County users at the 2060 Campus Dr., Yreka site are unable to access CalSAWS and associated systems. Siskiyou County users at the Yreka 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). TPx has engaged the local internet provider, AT&T, to further investigate a possible issue with the carrier. An update will be provided when additional information becomes available. As of 8:52 AM on June 4, 2026, the issue has been resolved by the carrier, AT&T. TPx confirmed the service disruption was caused by an AT&T outage. The project team monitored and confirmed connectivity at the 2060 Campus Drive; Yreka site has been restored. Siskiyou County users at the Yreka site are able to access CalSAWS and associated systems. ▪ RESOLVED: PRB0053596 – As of 8:50 AM on June 3, 2026, CalSAWS Calabrio users are unable log into Calabrio. CalSAWS Calabrio users may experience issues accessing Calabrio. The project team is actively working with the vendor team to investigate the issue. An update will be provided when additional information becomes available. Update: Calabrio team engaged AWS vendor and identified the cause of the issue. The AWS vendor is actively working to resolve the issue. No estimated time of restoration has been provided by AWS. Note: This issue impacts workforce management tool including call monitoring/review process however, it does not impact outbound/inbound calls to CalSAWS Contact Centers. Users are able to handle calls as normal. As of 6:32 PM on June 3, 2026, the issue has been resolved last night by Calabrio and AWS vendors. CalSAWS Calabrio users are now able to access Calabrio. ▪ RESOLVED: PRB0053581 – Starting at 10:23 AM on June 2, 2026, Sierra County users at the 202 Front St, Loyalton site are unable to access CalSAWS and associated systems. Sierra County users at the Loyalton 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. As of 8:21 PM on June 2, 2026, the issue has been resolved. The project team and TPx observed continued stability at the site. Users at the Loyalton site are able to access CalSAWS and associated systems. ▪ RESOLVED: PRB0053584 – Starting at 10:23 AM on June 2, 2026, Modoc County users at the 120 North Main Street, Alturas site are unable to access CalSAWS and associated systems. Modoc County users at the Alturas site will not be able to access CalSAWS and associated systems until the issue is resolved. The CalSAWS project team is investigating the issue with the Telecommunication provider (TPx). An update will be provided when additional information becomes available. As of 12:02 PM on June 2, 2026, the issue has been resolved. Modoc County advised the site was impacted by a local internet outage and confirmed connectivity at the site has been restored by the local internet provider. Modoc County users at the Alturas site are able to access CalSAWS and associated systems.

TOPIC	HIGHLIGHTS FOR THE REPORTING PERIOD
Maintenance/ Deployments	06/14/2026: Maintenance – CalSAWS Production Maintenance 06/14/2026: Deployment – CalHEERS Release 26.06 - CalSAWS Minor Release (CHG0059851) 06/14/2026: Deployment – Priority Release 26.06.14 (CHG0059976) 06/13/2026: Deployment – Priority Release 26.06.13 (CHG0059975) 06/11/2026: Deployment – Priority Release 26.06.11 (CHG0059874) 06/07/2026: Maintenance – CalSAWS Production Maintenance 06/07/2026: Maintenance – Ad hoc Reporting Database Maintenance 06/07/2026: Maintenance – Jira Maintenance 06/04/2026: Deployment – Priority Release 26.06.04 (CHG0059753) 06/02/2026: Deployment – Priority Release 26.06.02 (CHG0059713)
Milestones	- Six (6) Production Deployments during this reporting period. - One Hundred and Seven (174) Change Requests (CHG) deployed during this reporting period.

2 PROJECT MANAGEMENT

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

Table 2-1: Overall Summary of Deliverable Status for Current Reporting Period

DEL #	DELIVERABLE NAME	STATUS	NEXT DEADLINE
I-D02 – Appendix G	Service Desk Plan	In FDEL Review	FDEL Approved 06/15/2026
I-D02 – Appendix L	BenefitsCal Technical Service Desk Plan	In FDEL Review	FDL Review Complete 06/12/2026

3 COMMUNICATIONS MANAGEMENT

This section includes communications distributed and outage notifications.

3.1 Distributed Communications

CalSAWS Communications Management activities are included on the following table.

Table 3.1-1: Communications

CATEGORIES	SUBJECT	COUNT	DISTRIBUTION DATE (S)
CIT	CIT 0099-26 Scheduled Downtime Notification – 06/26/2026	2	06/09/2026

CATEGORIES	SUBJECT	COUNT	DISTRIBUTION DATE (S)
	CIT 0100-26 Scheduled Downtime Notification – 06/28/2026		06/09/2026
Scheduled CalSAWS Maintenance	CalSAWS Broadcast >> Scheduled Maintenance >> CalSAWS Imaging Solution (Hyland) Maintenance - 06/19/2026, 10:00 PM to 1:00 AM, 06/20/2026	4	06/10/2026
	CalSAWS Broadcast >> Scheduled CalSAWS Learning Management System (LMS) Maintenance - 06/12/2026, 7:00 PM to 9:00 PM		06/04/2026
	CalSAWS Broadcast >> Scheduled Maintenance >> CalSAWS Jira Maintenance - 06/7/2026, 8:00 AM to 2:00 PM		06/03/2026
	CalSAWS Broadcast >> Scheduled CalSAWS Maintenance - 06/14/2026, 6:00 AM to 10:00 AM		06/01/2026
Scheduled BenefitsCal Maintenance	None		
Scheduled EBT Maintenance	None		
CalSAWS County Executive Communications	Resolved - CalSAWS County Executive Communication – San Bernardino County – Gifford Ave Site – Power Outage	24	06/12/2026
	Update #2 – CalSAWS County Executive Communication – San Bernardino County – Gifford Ave Site – Power Outage		06/12/2026
	Resolved – CalSAWS County Executive Communication – Riverside County – Perris Site – CalSAWS Access Issue – Internet Outage		06/12/2026
	Update – CalSAWS County Executive Communication – San Bernardino County – Gifford Ave Site – Power Outage		06/11/2026
	Resolved – CalSAWS County Executive Communication – San Bernardino County – Brier Drive Site – Power Outage		06/11/2026
			06/11/2026

CATEGORIES	SUBJECT	COUNT	DISTRIBUTION DATE (S)
	Update – CalSAWS County Executive Communication – San Bernardino County – Brier Drive Site – Power Outage		06/11/2026
	Update – CalSAWS County Executive Communication – Riverside County – Perris Site – CalSAWS Access Issue – Internet Outage		06/11/2026
	New – CalSAWS County Executive Communication – Riverside County – Perris Site – CalSAWS Access Issue		06/11/2026
	New – CalSAWS County Executive Communication – San Bernardino County – Gifford Ave Site – Power Outage		06/11/2026
	New – CalSAWS County Executive Communication – San Bernardino County – Brier Drive Site – Power Outage		06/09/2026
	Resolved – CalSAWS County Executive Communication – Sierra County – Downieville Site – CalSAWS Access Issue – Power Outage		06/08/2026
	Update #3 – CalSAWS County Executive Communication – Sierra County – Downieville Site – CalSAWS Access Issue – Power Outage		06/08/2026
	Update #2 – CalSAWS County Executive Communication – Sierra County – Downieville Site – CalSAWS Access Issue – Power Outage		06/08/2026
	Update – CalSAWS County Executive Communication – Sierra County – Downieville Site – CalSAWS Access Issue – Power Outage		06/08/2026
	New – CalSAWS County Executive Communication – Sierra County – Downieville Site – CalSAWS Access Issue – Power Outage		06/04/2026
	Resolved – CalSAWS County Executive Communication – Siskiyou County – Yreka Site – CalSAWS Access Issue		

CATEGORIES	SUBJECT	COUNT	DISTRIBUTION DATE (S)
	Update – CalSAWS County Executive Communication – Siskiyou County – Yreka Site – CalSAWS Access Issue		06/04/2026
	New – CalSAWS Issue Notification >> Siskiyou County – Yreka Site – CalSAWS Access Issue		06/04/2026
	Resolved – CalSAWS County Executive Communication – Modoc County – Alturas Site – CalSAWS Access Issue		06/02/2026
	Update – CalSAWS County Executive Communication – Modoc County – Alturas Site – CalSAWS Access Issue		06/02/2026
	New – CalSAWS County Executive Communication – Modoc County – Alturas Site – CalSAWS Access Issue		06/02/2026
	Resolved – CalSAWS County Executive Communication – Sierra County – Loyalton Site – CalSAWS Access Issue		06/02/2026
	Update – CalSAWS County Executive Communication – Sierra County – Loyalton Site – CalSAWS Access Issue		06/02/2026
	New – CalSAWS County Executive Communication – Sierra County – Loyalton Site – CalSAWS Access Issue		06/02/2026
Issue Notification	Resolved – PRB0053650 Update – PRB0053650 Resolved – PRB0053658 Resolved – PRB0053649 --- Resolved – PRB0053648 New – PRB0053658 Update – PRB0053649 New – PRB0053650 New – PRB0053649 New – PRB0053648 New – PRB0053590 New – PRB0053564, PRB0053606, PRB0053561, PRB0053557 Resolved – PRB0053485 Resolved – PRB0053631 Resolved – PRB0053642 ---	36	06/12/2026 06/12/2026 06/12/2026 06/12/2026 --- 06/11/2026 06/11/2026 06/11/2026 06/11/2026 06/11/2026 06/11/2026 06/11/2026 06/11/2026 06/11/2026 06/11/2026 ---

CATEGORIES	SUBJECT	COUNT	DISTRIBUTION DATE (S)
	New – PRB0053642		06/10/2026
	Update – PRB0053631		06/10/2026
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	New – PRB0053631		06/09/2026
	Resolved – PRB0053624		06/09/2026
	---		---
	Update – PRB0053624		06/08/2026
	New – PRB0053624		06/08/2026
	Resolved – PRB0053615		06/08/2026
	Resolved – PRB0053614		06/08/2026
	---		---
	Update – PRB0053614		06/05/2026
	Update – PRB0053615		06/05/2026
	New – PRB0053615		06/05/2026
	New – PRB0053614		06/05/2026
	---		---
	Resolved – PRB0053608		06/04/2026
	Resolved – PRB0053596		06/04/2026
	New – PRB0053608		06/04/2026
	---		---
	Update – PRB0053596		06/03/2026
	New – PRB0053596		06/03/2026
	---		---
	Resolved – PRB0053584		06/02/2026
	New – PRB0053584		06/02/2026
	Resolved – PRB0053581		06/02/2026
	New – PRB0053581		06/02/2026
Priority Release Requests for Approval	CalHEERS Release 26.06 - CalSAWS Minor Release (CHG0059851)	6	06/14/2026
	Priority Release 26.06.14 (CHG0059976)		06/14/2026
	Priority Release 26.06.13 (CHG0059975)		06/13/2026
	Priority Release 26.06.11 (CHG0059874)		06/11/2026
	Priority Release 26.06.04 (CHG0059753)		06/04/2026
	Priority Release 26.06.02 (CHG0059713)		06/02/2026

CATEGORIES	SUBJECT	COUNT	DISTRIBUTION DATE (S)
Informational Alert	Informational Alert – Jenkins Prod, County and Training Upgrade to 2.555.2	7	06/12/2026
	CalSAWS Informational Alert >> Early Batch Start on Saturday 6/13/2026		06/08/2026
	Informational Alert – Jenkins Dev and Staging Upgrade to 2.555.2		06/05/2026
	Informational Alert – CalSAWS 2026–2027 Deployment Schedule Update		06/04/2026
	Informational Alert – 2025–2027 CalSAWS Deployment Schedule		06/04/2026
	CalSAWS Informational Alert >> Intermittent Slowness		06/02/2026
	Informational Alert – Gold River network outage notification		06/02/2026
CalSAWS	Daily Health Report	10	06/12/2026 06/11/2026 06/10/2026 06/09/2026 06/08/2026 06/05/2026 06/04/2026 06/03/2026 06/02/2026 06/01/2026

Table 3.1-2: Enhanced Communications

CATEGORY	SUBJECT	COUNT	DISTRIBUTION DATE (S)
None			

3.2 Planned Outages

The following table lists the planned outage communications.

Table 3.2-1: Planned Outage Communications

SYSTEM	PURPOSE	TIMEFRAME	IMPACT	CIT DATE	CALSAWS BROADCAST DATE
CalSAWS	CalSAWS Maintenance – 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	06/1/2026
CalSAWS	Jira Maintenance	06/07/2026 8:00 AM to 06/07/2026 2:00 PM	Jira will be unavailable during this time.		06/03/2026
CalSAWS	LMS Maintenance	06/12/2026 7:00 PM to 06/12/2026 9:00 PM	LMS will be unavailable during this time.		06/04/2026
CalSAWS	Imaging (Hyland) Maintenance	06/19/2026 10:00 PM to 06/20/2026 1:00 AM	Imaging will be unavailable during this time.		06/10/2026
BenefitsCal	BenefitsCal Release 26.06.26	06/25/2026 8:00 PM to 9:30 PM	BenefitsCal will be unavailable during this time.		
CalSAWS	Identity and Access Management Solution (ForgeRock) Maintenance	06/26/2026 10:00 PM to 06/27/2026 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 0099-26 06/09/2026	
CalSAWS	CalSAWS Maintenance	06/28/2026 1:00 PM to 9:30 PM	CalSAWS users will be redirected to a read-only version during the outage.	CIT 0100-26 06/09/2026	

SYSTEM	PURPOSE	TIMEFRAME	IMPACT	CIT DATE	CALSAWS BROADCAST DATE
CalSAWS	CalSAWS Ad Hoc Maintenance	06/28/2026 12:00 PM to 4:00 PM	The Ad hoc Reporting database will be unavailable for Apex, EDR, and Ad Hoc reports users.	CIT 0100-26 06/09/2026	

3.3 CRFI/CIT Communication Status

The following table outlines CalSAWS Information Transmittals (CITs) for the reporting period.

Table 3.3-1: CITs

CIT ID	SUBJECT	CATEGORY	DISTRIBUTION DATE	PRIMARY CALSAWS CONTACT	BACKUP CALSAWS CONTACT
0099-26	Scheduled Downtime Notification – 06/26/2026	Informational	06/09/2026	Communications .Infrastructure	Pete Quijada
0100-26	Scheduled Downtime Notification – 06/28/2026	Informational	06/09/2026	Communications .Infrastructure	Pete Quijada

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

Table 3.3-2: CRFIs

CRFI ID	SUBJECT	DISTRIBUTION DATE	STATUS	RESPONSE DUE DATE	CALSAWS CONTACT
None					

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

Table 3-3-3: Overdue CRFI

CRFI ID	SUBJECT	REGION 1	REGION 2	REGION 3	REGION 4	REGION 5	REGION 6
26-023	TPX SD-WAN Maintenance Scheduling				Mendocino		

3.4 SIRFRA/SCERFRA Information

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

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

ID	DESCRIPTION	STATUS
SIRFRA 1352	Automation of CDCR's reporting release dates and other member data to counties	Completed
SIRFRA 1382	Medi-Cal Envelope Reopened to add Spanish language to Medi-Cal Env	Completed
SIRFRA 1401	SIRFRA 1401 – Updating Member Address NCOA	Completed
SIRFRA 1409	Print Postage Costs	Completed
SIRFRA 1410	Medi-Cal Telephonic Signature Receipt	Completed
SIRFRA 1430	SB 1289 Call Center Data – General Questions	Completed
SIRFRA 1434	SB 1289 – Medi-Cal Call Center Data – Monthly Data	Completed
SIRFRA 1434	Medi-Cal Call Center Data – Amended – Recurring	Recurring
SIRFRA 1440	SIRFRA 1440 – Print/postage/Adobe rendering cost	Completed
SIRFRA 1441	SB 1289 Medi-Cal Call Center Data Fiscal Estimate	Completed
SIRFRA 1442	Print/Postage/Adobe estimates	Completed
SIRFRA 1447	Remaining Counties to opt into Automatic Return Mail Processing	Completed
SIRFRA 1448	Property Insert	Completed
SIRFRA 1453	Automation of Updated Member Address	Completed
SIRFRA 1454	Adult Expansion Freeze Additional Outreach	Completed
SIRFRA 1454	Adult Expansion Freeze – Amended	Completed
SIRFRA 1455	Record Telephonic Signature in CalSAWS	Completed
SIRFRA 1461	Reinstatement of Asset Limit for Pickle	Cancelled
SIRFRA 1462	Cost Estimate for AB 2161	Completed
SIRFRA 1464	SIRFRA 1464 – Data Collection: Sexual Orientation, Gender Identity, and Intersex Status: Disclosure (SB 1114)	Cancelled
SIRFRA 1466	Cost Estimate for SB 1054	Completed
SIRFRA 1467	Cost Estimate for AB 2077	Completed
SIRFRA 1471	Medi-Cal: Dashboard and Outreach (SB 1202)	Completed

ID	DESCRIPTION	STATUS
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 1479	IHSS and MC Discontinuance NOA Snippets	Submitted
SIRFRA 4030	SAR 2, AR 2, and AR 2 SAR	Completed
SCERFRA 24-512	Foster Care Rates Proposal TBL	Completed
SCERFRA 24-524	Alternate Formatted Forms – CDSS	Completed
SCERFRA 24-546	The Work Number	Completed
SCERFRA 25-501	SCERFRA 25-501 Print/Postage/Adobe Costs	Completed
SCERFRA 25-503	BenefitsCal Release of Information (ROI) to Community-Based Organizations (CBOs)	Completed
SCERFRA 25-508	SCERFRA 25-508 Print/Postage/Adobe Costs	Completed
SCERFRA 25-509	WTW Flow Proposal	Completed
SCERFRA 25-511	SCERFRA 25-511 – Print/Postage/Adobe estimates	Completed
SCERFRA 25-512	SCERFRA 25-512 – Non-Citizen Discontinuance NOA	Completed
SCERFRA 25-514	SCERFRA 25-514 – BenefitsCal Homeless Automation	Completed
SCERFRA 25-516	SCERFRA 25-516 – CalWORKs Child Support Forms Revision Efforts	Completed
SCERFRA 25-518	SCERFRA 25-518 – Shorter Versions of the Prepopulated SAR 7 Form and SAR 7A	Completed
SCERFRA 25-523	BenefitsCal Income Verification Service	Cancelled
SCERFRA 25-525	BenefitsCal Income Verification Service	Completed
SCERFRA 25-527	Integration of the Work Number	Completed
SCERFRA 25-528	Revised SAR 2	Completed
SCERFRA 25-529	Immunization Forms Revision Efforts (CW 2209)	Completed
SCERFRA 25-530	Termination of Standard Medical Deduction Demonstration Project	Completed
SCERFRA 25-531	ABAWD Form – CF 377.11E	Completed
SCERFRA 25-531	ABAWD Form – CF 377.11E Mass Mailer	Completed
SCERFRA 25-534	CalFresh ROI Enhancement for CalFresh Outreach Network	Completed
SCERFRA 25-535	NOAs for the CW's Special Needs payment	Completed
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

ID	DESCRIPTION	STATUS
SCERFRA 25-540	Request for Production Simulation Environment to Support FCED API Testing	Completed
SCERFRA 25-904	SCERFRA 25-904 Print/Postage/Adobe Costs	Completed
SCERFRA 25-905	SCERFRA 25-905 Print/Postage/Adobe costs	Completed
SCERFRA 25-915	AB 42 – CalWORKs: CalFresh: Eligibility: Income and Resource Exclusions	Completed
SCERFRA 25-916	AB 1324 – CalWORKs	Completed
SCERFRA 25-918	AB 969 – CalWORKs: Family Violence Option and Gender-based Violence Information	Completed
SCERFRA 25-919	AB 1161 – Public Social Services: State of Emergency or Health Emergency	Completed
SCERFRA 25-920	AB 1402 – Fresh Start Grants: Personal Income Tax Law: Credits	Completed
SCERFRA 25-933	SB 420 – Automated Decision Systems	Completed
SCERFRA 25-934	SCERFRA 25-934 – Central Print (PII Breach)	Completed
SCERFRA 26-501	Equifax/CalSAWS – The Portfolio Review – Employment Monitoring Service	Completed
SCERFRA 26-503	Automation of New CalWORKs Stage One Child Care Post-Cash Aid Informing Notice	Completed
SCERFRA 26-507	BenefitsCal Income Verification Service	Completed
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	Completed
SCERFRA 26-517	ABAWD Households with Children Ages 14-17 State Funded Supplemental Food Benefit	Completed
SCERFRA 26-518	CFAP Plus SUA Automation – H.R. 1 Impact	Completed
SCERFRA 26-519	Transforming CalWORKs Initiative	Gathering Requirements
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

ID	DESCRIPTION	STATUS
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	Completed

4 INFRASTRUCTURE OPERATIONS

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

4.1 Service Management

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

4.1.1 CalSAWS Service Desk Metrics

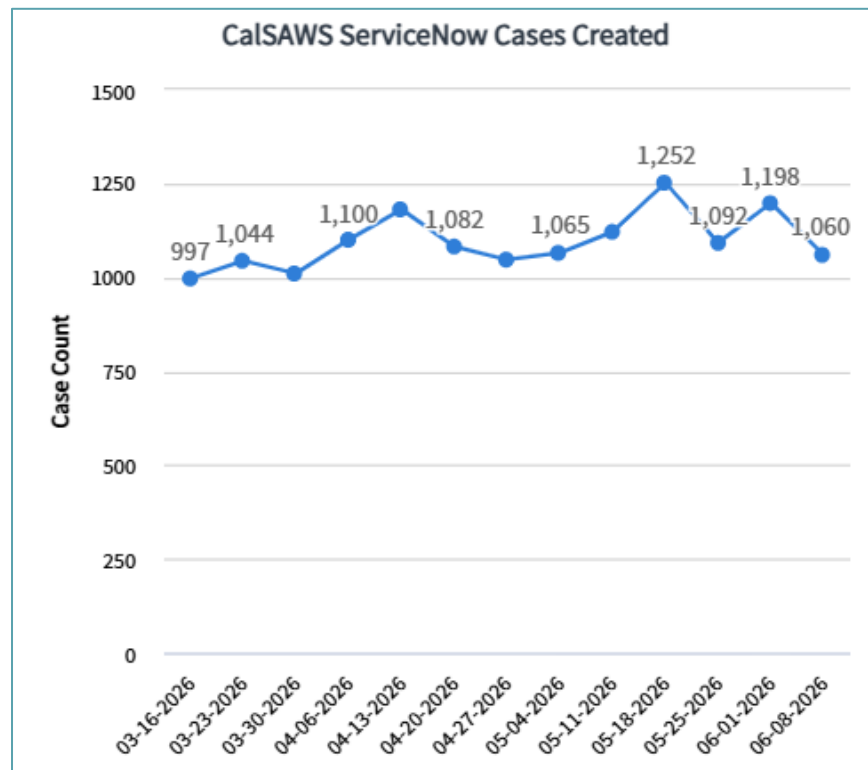


Figure 4.1.1: CalSAWS ServiceNow Cases per Week Created

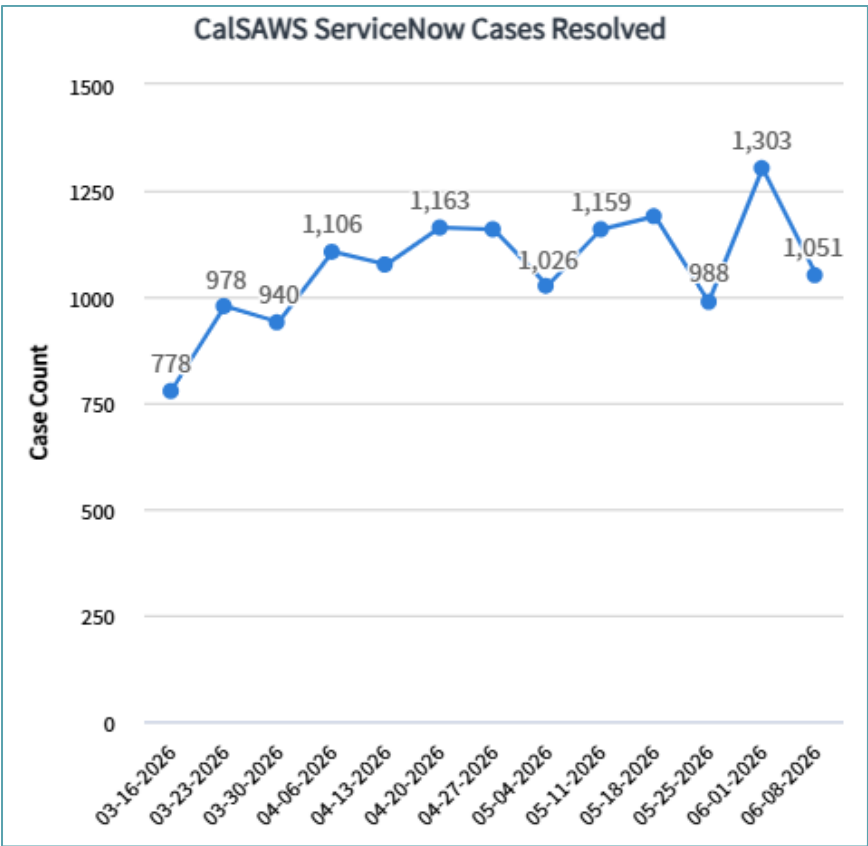


Figure 4.1.1-4.1.2: CalSAWS ServiceNow Cases per Week Resolved

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

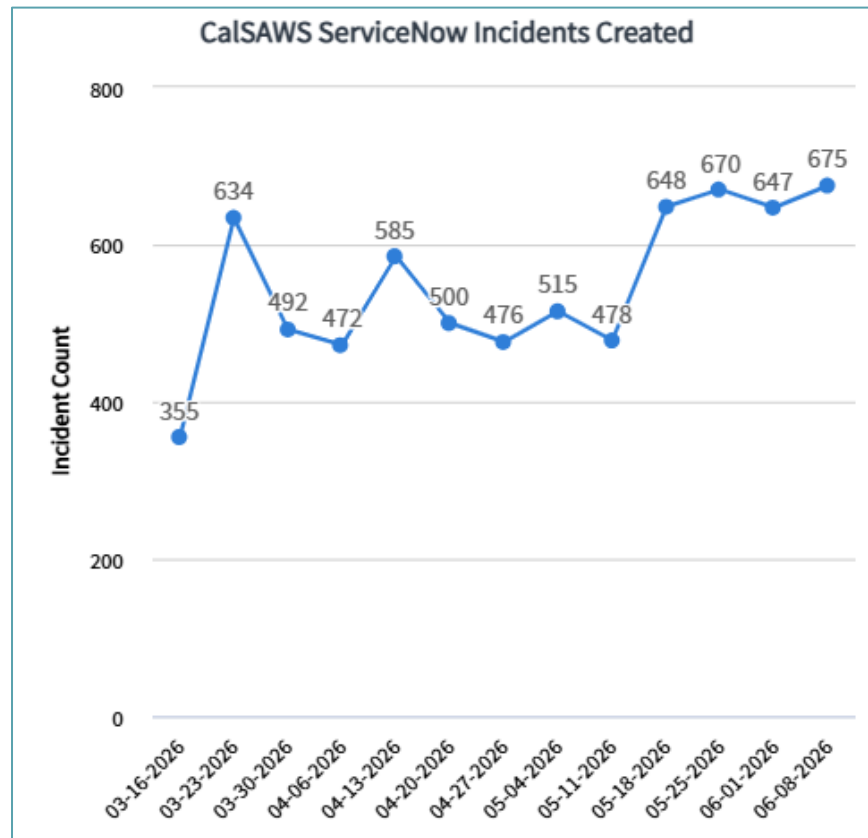


Figure 4.1.3: CalSAWS ServiceNow Incidents Created

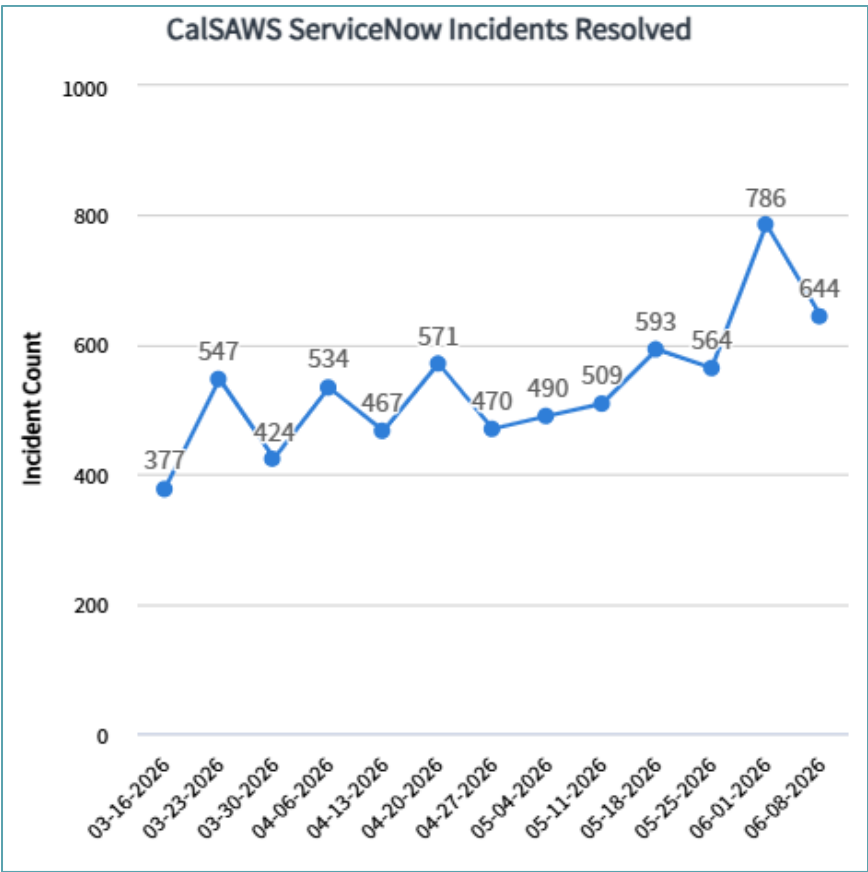


Figure 4.1.1-4.1.4: CalSAWS ServiceNow Incidents Resolved

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

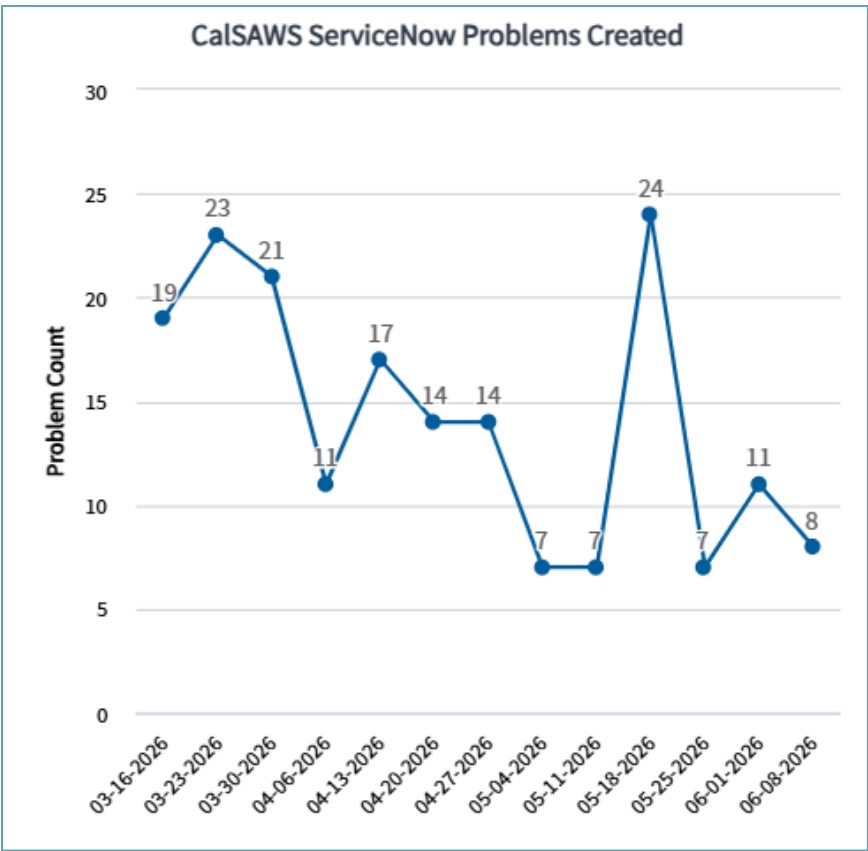


Figure 4.1.1-4.1.5: CalSAWS ServiceNow Problems Created

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

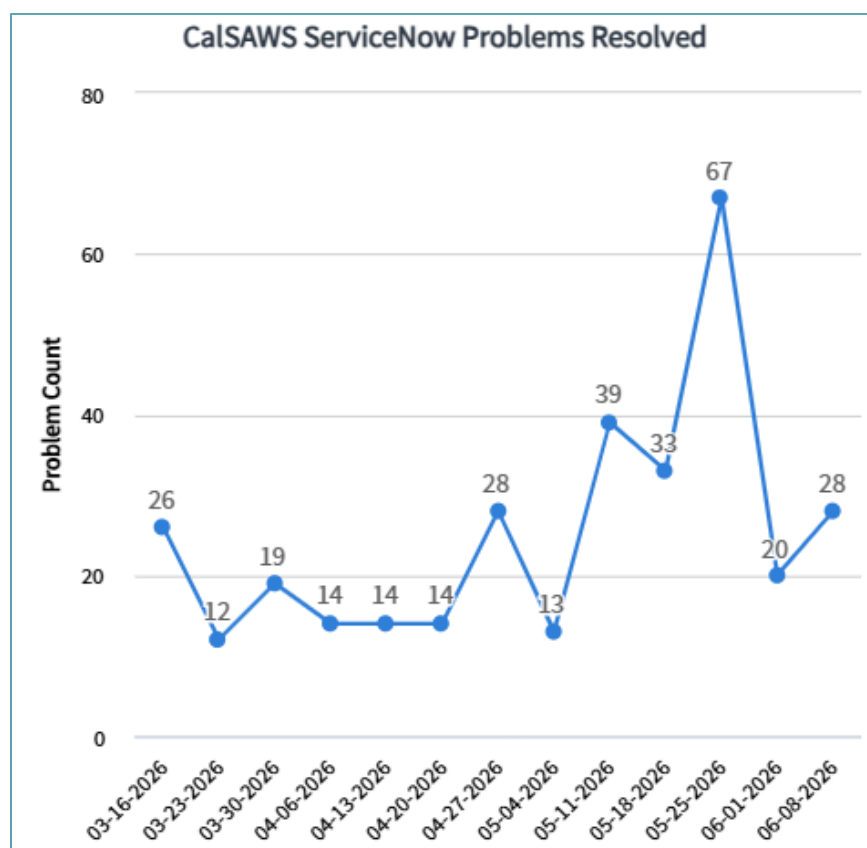


Figure 4.1.1-4.1.6: CalSAWS ServiceNow Problems Resolved

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

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

	<1 DAY	1-5 DAYS	6-10 DAYS	11-15 DAYS	16-30 DAYS	30-60 DAYS	60-180 DAYS	>180 DAYS	TOTAL
NEW	6	66	1	1	6	4	7	1	92
IN PROGRESS	1	89	19	10	35	59	48	19	280
ON HOLD	0	65	53	44	72	117	150	55	556
RESOLVED	1	390	272	408	341	32	31	10	1,485
CLOSED	14	7	3	51,120	103,999	18,509	12,775	3,617	190,044
PROBLEM IN DIAGNOSIS	0	0	0	0	0	0	2	1	3
TOTAL	22	617	348	51,583	104,453	18,721	13,013	3,703	192,460

Note: For BenefitsCal Deloitte aging ticket statistics, please see the BenefitsCal Bi-Weekly Status Report.

- New: State of an incident when assigned to field is empty.
- In progress: State of an incident once the "Assigned to" is working on the incident.

- On hold:
 - Pending Problem Fix: State of an incident that is linked to a problem record that is in fix in progress.
 - Pending Additional Information: State of an incident that requires additional information to resolve the issue (e.g., information from Affected End User or Tier 1).
 - Pending Change Request: State of an incident that is associated with a Technical ServiceNow change request.
 - Pending Consortium Review: State of an incident that requires information/action from a Consortium group to resolve the issue. If the Consortium group cannot be selected in the assigned to field, update the state to On Hold/Pending Consortium Review.
 - Pending External Partner Action: State of an incident that requires information/action from an external partner (e.g., CalHEERS, Electronic Benefit Transfer (EBT vendor) to resolve the issue).
 - Problem in Diagnosis: State of an incident that is linked to a problem record that is still being investigated (problem state is one of the following: New Assess, Root Cause Analysis).
- Resolved: State of an incident once the issue has been resolved. Linked case will be automatically set to resolved.
- Closed: State of an incident that has been resolved for 15 calendar days and has not been reopened. ServiceNow automatically updates state from Resolved to Closed.

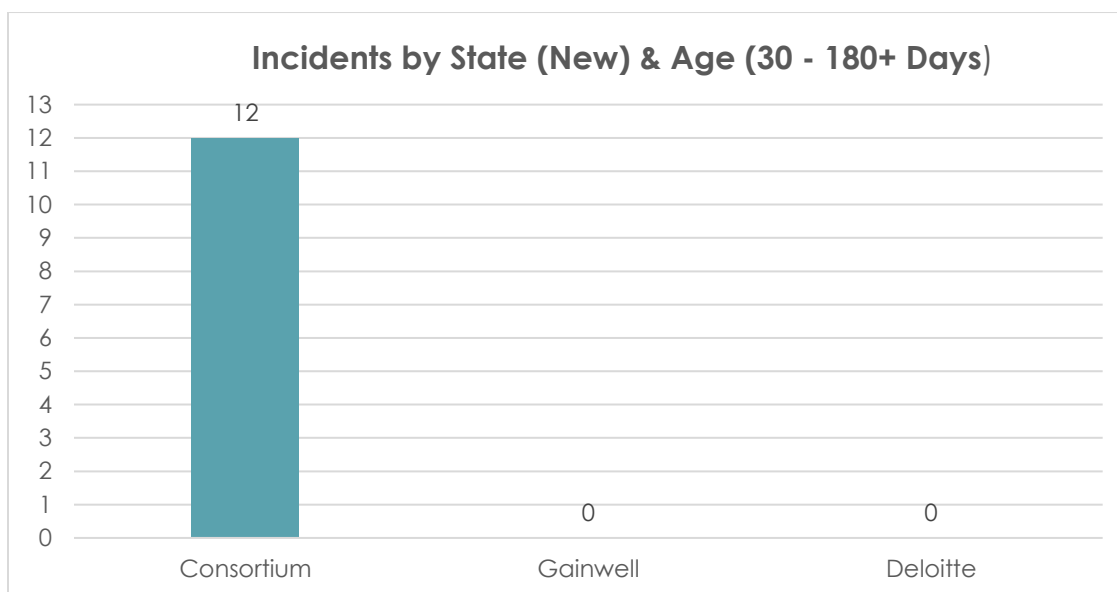


Figure 4.1.1-4.1.7: CalSAWS ServiceNow Incidents by State (New) and Age (30 – 180+ Days)

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

ORGANIZATION	SERVICE DESK INCIDENTS	INFRASTRUCTURE INCIDENTS	TOTAL INCIDENTS
Consortium	12	0	12
Gainwell	0	0	0
Deloitte	0	0	0
Total	12	0	12

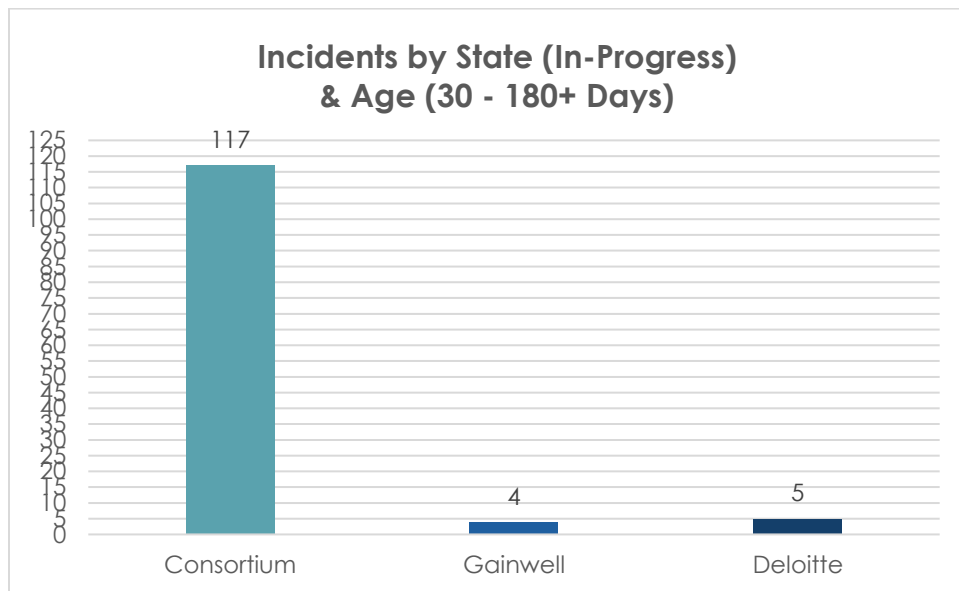


Figure 4.1.1-4.1.8: CalSAWS ServiceNow Incidents by State (In progress) and Age (30 – 180+ Days)

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

ORGANIZATION	SERVICE DESK INCIDENTS	INFRASTRUCTURE INCIDENTS	TOTAL INCIDENTS
Consortium	117	0	117
Gainwell	4	0	4
Deloitte	5	0	5
Total	126	0	126

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

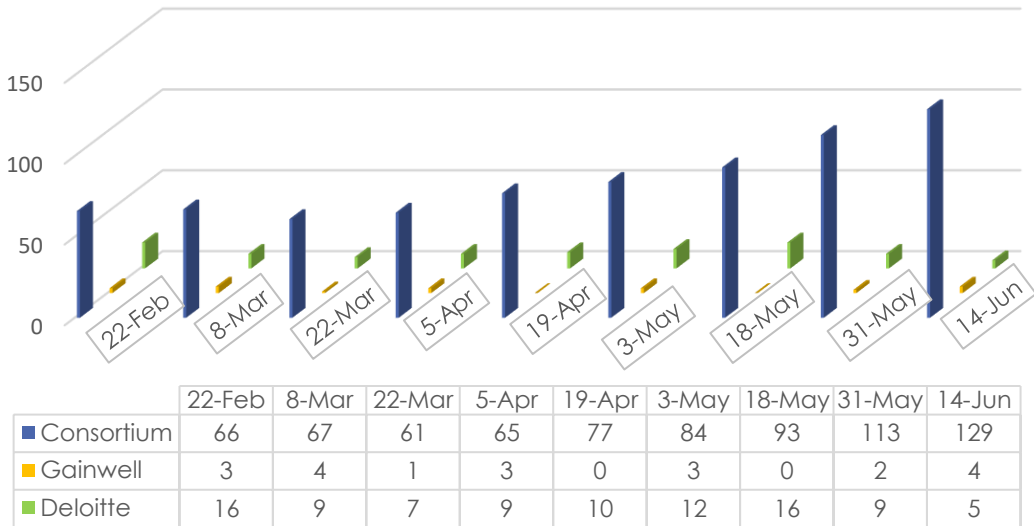


Figure 4.1.1-4.1.9: Aging Incident Backlog

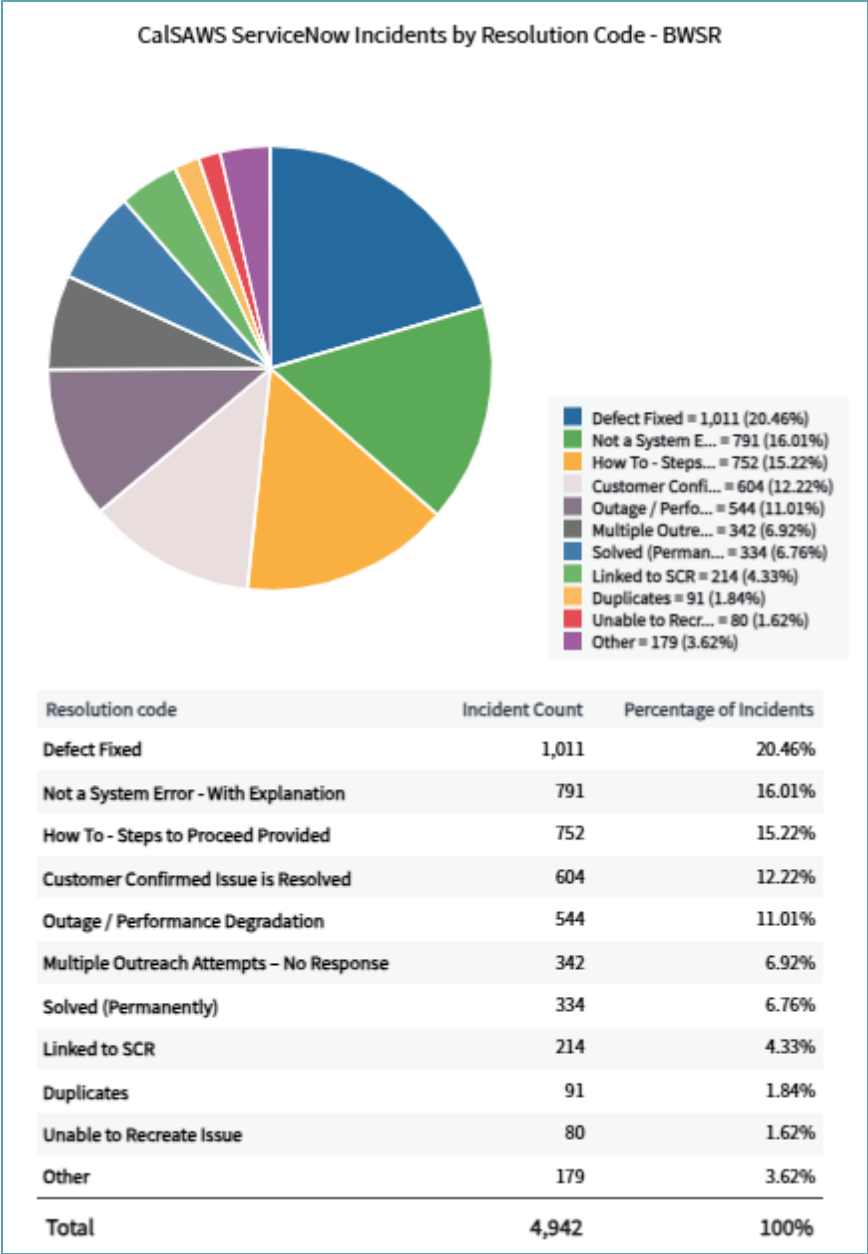


Figure 4.1.10: CalSAWS ServiceNow Incidents by Resolution Code

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

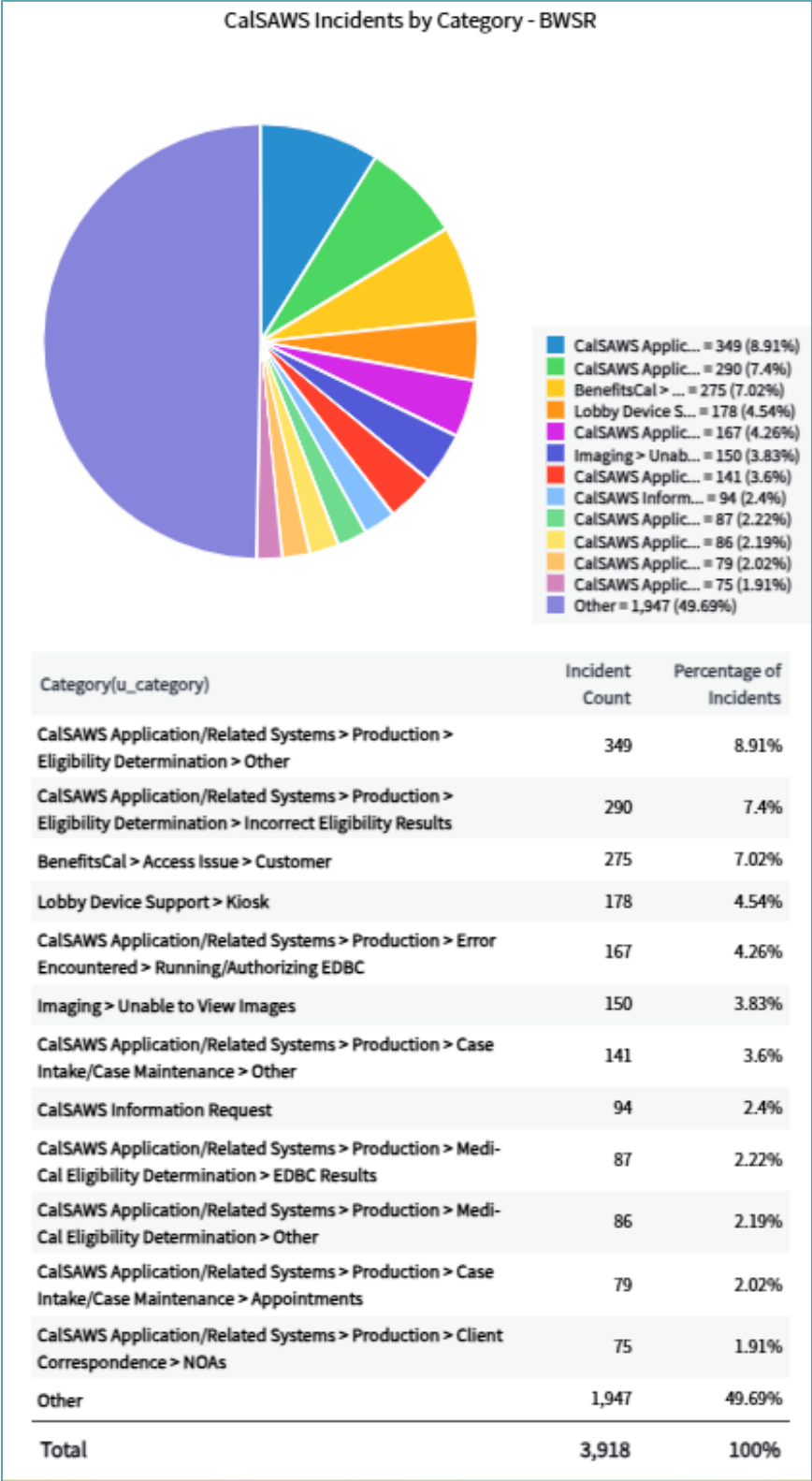


Figure 4.1.11: CalSAWS ServiceNow Incidents Created by Category

Note: The pie chart above represents Incidents by Category created within the past two (2) months. The 1,947 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 3,918 incidents.

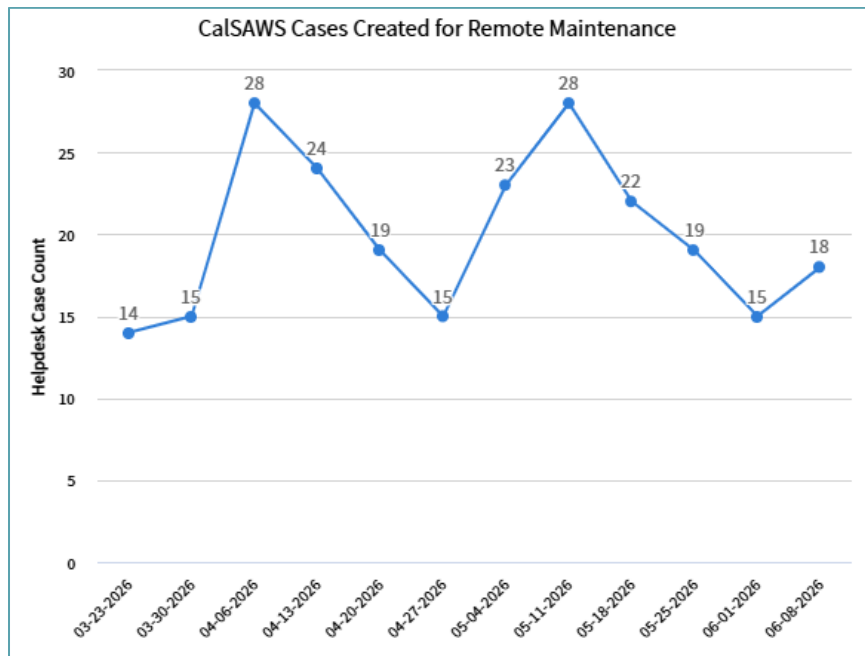


Figure 4.1.12: CalSAWS ServiceNow Cases Created for Remote Maintenance

The following Monthly Tiers 1 and 2 Service Desk – Service Level Agreement (SLA) graph represents the Service Desk compliance metric for closed incidents. The compliance for June (MTD) is 99.87%.

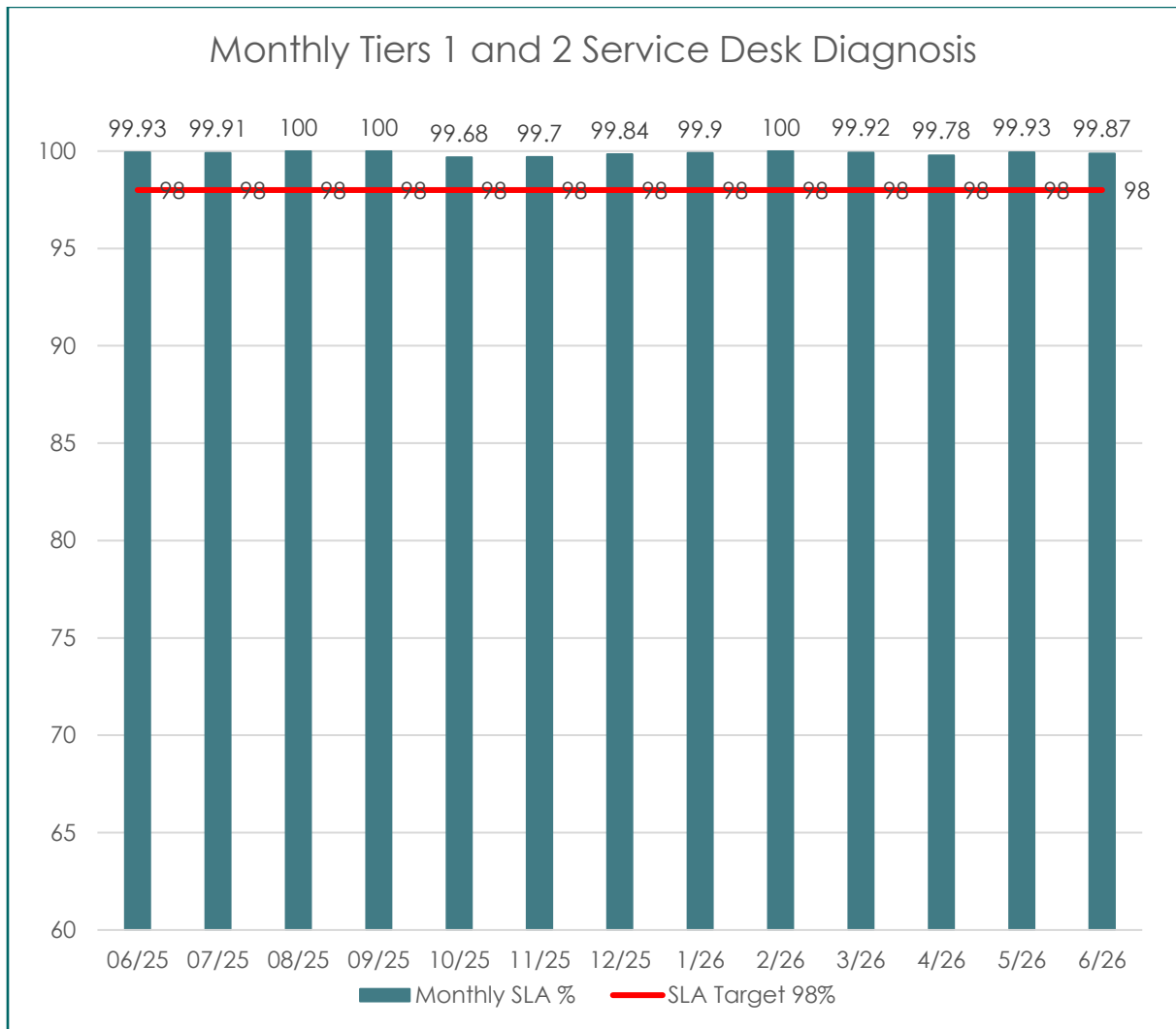


Figure 4.1.13: CalSAWS Monthly Tiers 1 and 2 Service Desk Diagnosis SLA Compliance

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

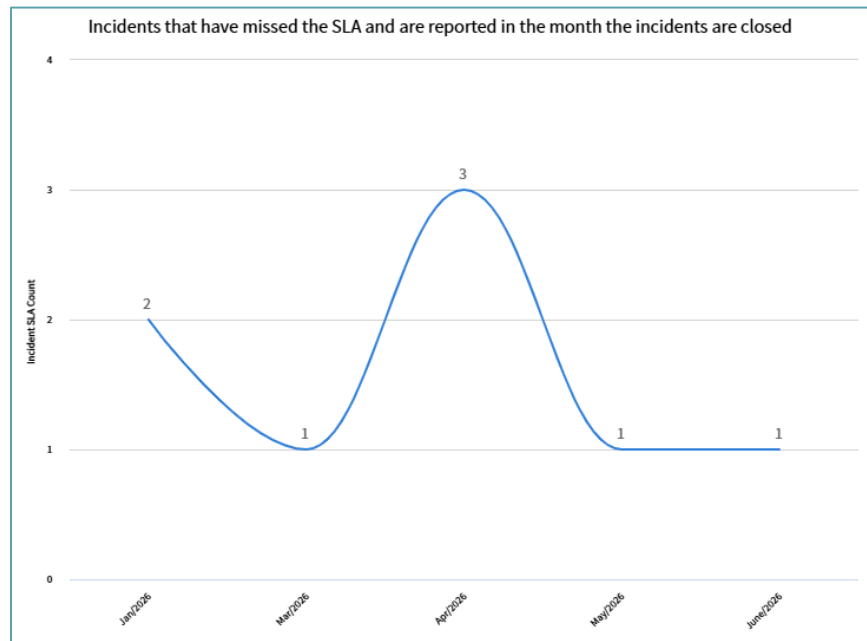


Figure 4.1.14: Incidents that have missed the Service Level Agreement (SLA) in their respective months

The following figure represents the number of closed incidents that missed SLA in each month. When an incident is resolved, the SLA is paused, which allows users to reopen if needed. After 15 calendar days, an incident automatically closes, and the SLA is completed. One (1) closed incident missed the SLA in June MTD.

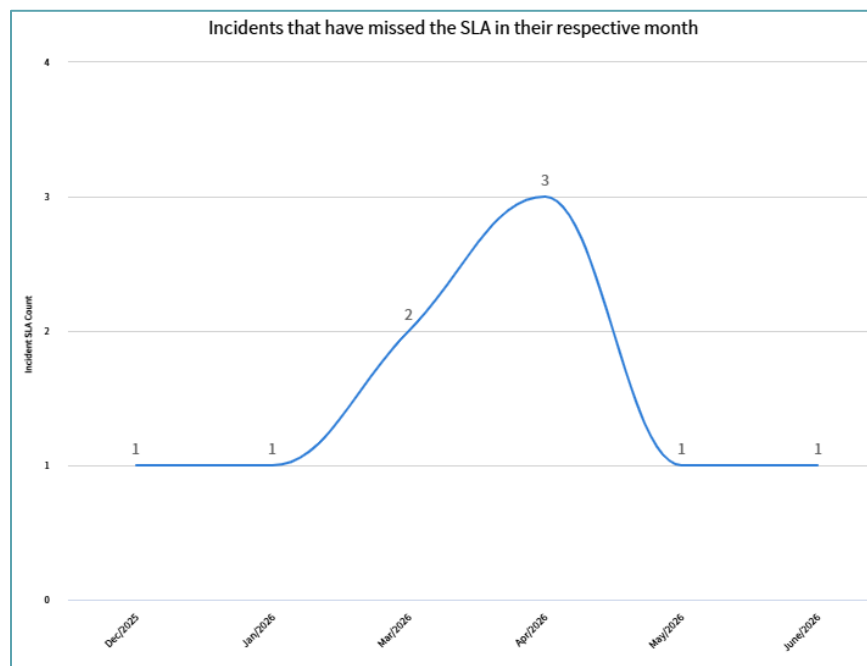


Figure 4.1.15: Incidents that have missed the SLA and reported in the month incidents are closed.

4.1.2 BenefitsCal Technical Service Desk Metrics

Information related to the BenefitsCal Technical Service Desk follows.

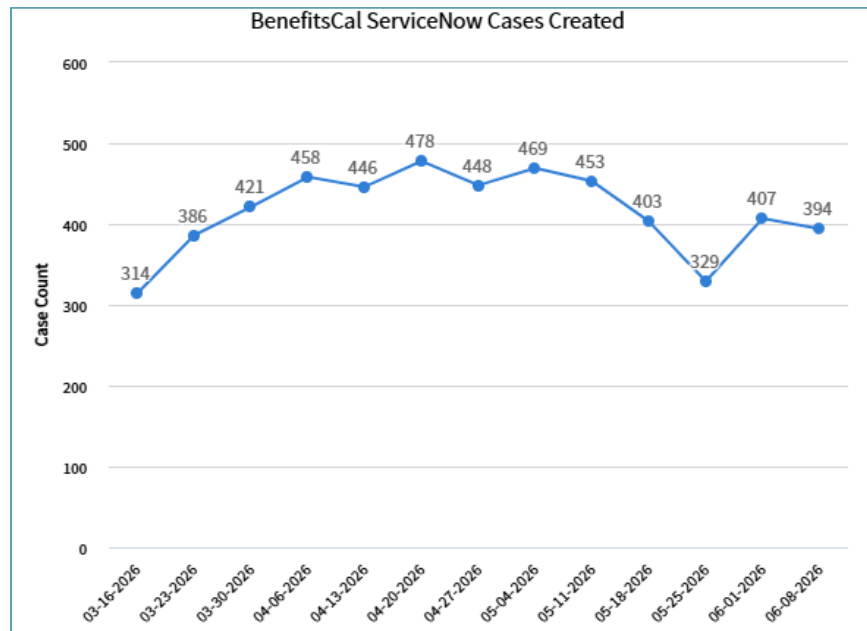


Figure 4.1.2-4.1.16: BenefitsCal ServiceNow Cases Created

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

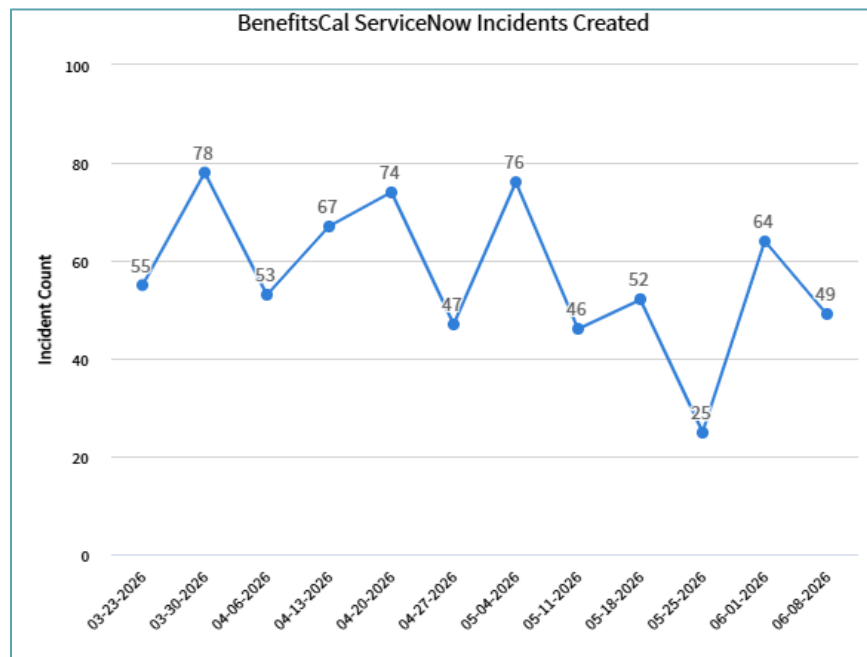


Figure 4.1.2-4.1.17: BenefitsCal ServiceNow Incidents Created

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

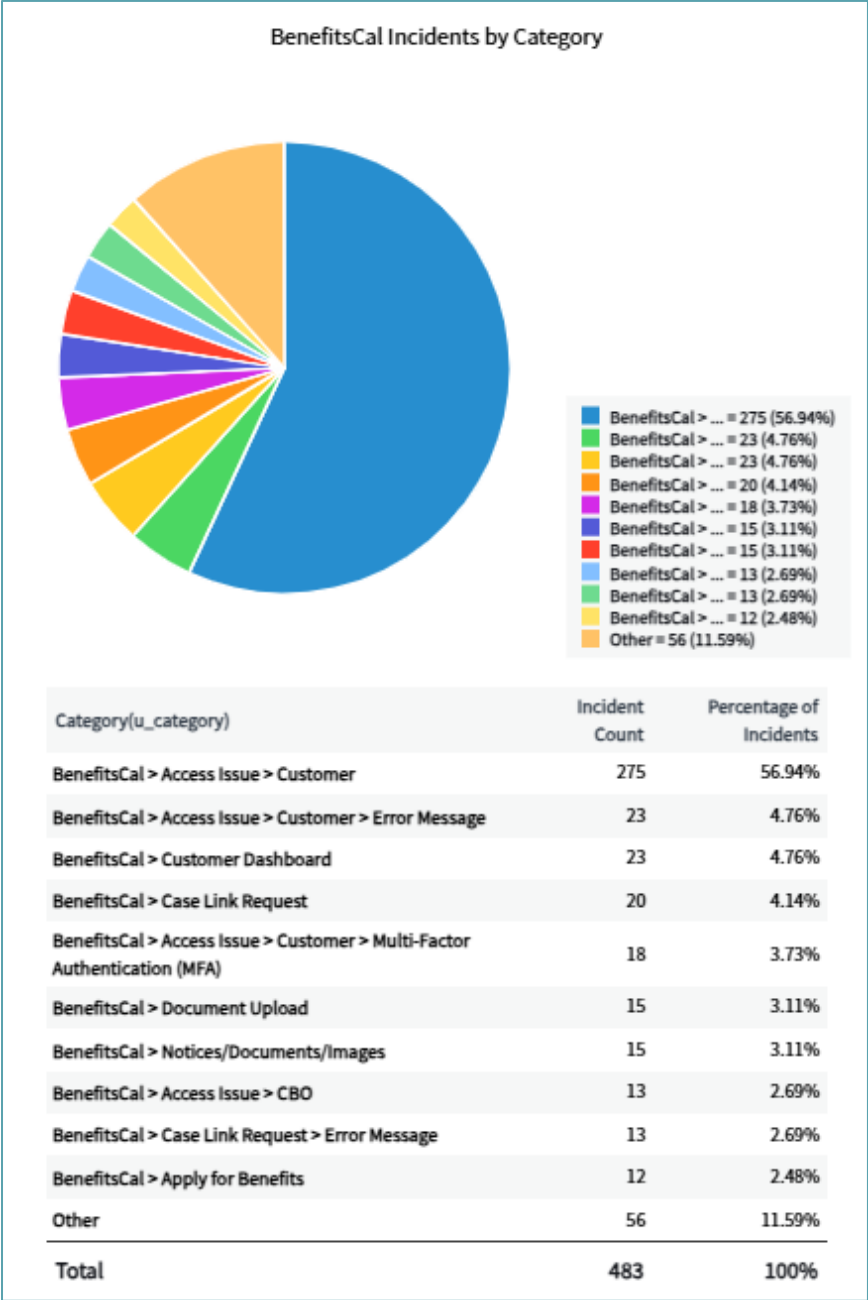


Figure 4.1.2-4.1.18 BenefitsCal ServiceNow Incidents Created by Category

Note: The pie chart above represents Incidents by Category created within the past two (2) months. The 56 listed as Other are for selected categories that had less than 2 percent (2%) of the total incidents.

4.1.3 Root Cause Analysis (RCA)

The following table lists the open RCAs.

Table 4.1.3-1: In Progress RCAs

RCA #	DESCRIPTION	INCIDENT DATE	TEAM
385	Calabrio Screen Recordings Not Showing	08/06/2025	External – Calabrio
408	CalSAWS Home Page Display Issue	12/24/2025	Infra – Middleware
416	Production Jira accessible without VPN	04/07/2026	Infra – Tech Team
418	Lobby Kiosk – Asprise License Expiration	04/27/2026	Infra – Tech Team
419	San Bernardino – Teleworkers Unable To Login	05/07/2026	Infra – Tech Team
420	Intermittent CalSAWS Access Issues	05/13/2026	Infra – ForgeRock Team
423	Users Unable To Login to Calabrio	06/03/2026	External – Calabrio

4.2 Production Defect Backlog

The following table lists open Infrastructure production defects.

Table 4.2-1: Infrastructure Production Defect Summary

TEAM	DEFECT COUNT
Infra Cloud Ops	2
Infra Contact Center	13
Infra DBA	2
Infra Imaging	1
Infra Middleware	1
Infra ServiceNow	14
Infra Tech Ops	1
Infra Tools	1
Total	35

Table 4.2-2: Infrastructure Production Defects

Jira ID	Created	Infra Team	Description	Status
CA-301956	6/12/2026	Infra Contact Center	Santa Clara - Authenticated CalFresh calls routed to a wrong Medi-Cal queue	Assigned
CA-301872	6/10/2026	Infra Contact Center	San Bernardino - Remove Max Queue check on CCB Offering	Assigned

Jira ID	Created	Infra Team	Description	Status
CA-301871	6/10/2026	Infra Contact Center	Amazon Quick - Reporting metrics on intervals less than 1 day may be incorrect	Assigned
CA-301761	6/8/2026	Infra Contact Center	Ventura County welcome bot routing for MediCal Combo - Professional Recordings	New
CA-301702	6/5/2026	Infra Contact Center	Los Angeles - eCCP logging agents back in after logout	Assigned
CA-301548	6/2/2026	Infra DBA	CaseCopy not working from Prod --> AT4	New
NOW-1503	6/1/2026	Infra ServiceNow	Dashboards NEXT Interface issue	To Do
CA-301447	5/28/2026	Infra Contact Center	Chat transcript does not display in eCCP	In Development
CA-301414	5/28/2026	Infra Tech Ops	WPR - Program Trend dashboard not available to users on 05/27/2026	New
CA-301121	5/19/2026	Infra Contact Center	26.05.07 Snyk Scan - ca_ivr	In Assembly Test
CA-301039	5/15/2026	Infra Contact Center	Agent logout status intermittently not updating	New
CA-300456	4/27/2026	Infra Contact Center	Amazon Connect eCCP not timing out a 2nd time	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	Done
CA-299836	4/13/2026	Infra Contact Center	Calls on hold occasionally do not activate mute	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
NOW-1474	2/25/2026	Infra ServiceNow	Incidents on hold without hold reason (System should prevent)	Documenting

Jira ID	Created	Infra Team	Description	Status
CA-297958	2/19/2026	Infra Cloud Ops	FIS (Food and cash) Files were completed late on 02/18	Pending Rejection
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	System Test
CA-296371	12/9/2025	Infra Middleware	Deloitte Batch Ops not able to Import Topics in Confluent	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
NOW-1452	10/8/2025	Infra ServiceNow	POA&M ACLs / List Edit lock down	To Do
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-301956	6/12/2026	Infra Contact Center	Santa Clara - Authenticated CalFresh calls routed to a wrong Medi-Cal queue	Assigned
CA-301872	6/10/2026	Infra Contact Center	San Bernardino - Remove Max Queue check on CCB Offering	Assigned

4.3 Technical Infrastructure Support

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

4.3.1 Maintenance

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

Table 4.3.1-1: CalSAWS Completed Maintenance

DATE (s)		ACTIVITY DESCRIPTION
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	6/3/26	ECR: Enable connectivity for masked non-prod environments hosted on Oracle DB@AWS service
6/1/26	6/2/26	Update SolarWinds Software: 2025.2 -> 2026.1.1
6/2/26	6/2/26	Standard Change: CalSAWS (Wordpress) Lower Environment Website Update
6/2/26	6/11/26	Merced County IOS Upgrade for County Cisco device from IOS current version 17.15.04d to 17.15.05
6/2/26	6/11/26	Imperial County IOS Upgrade for County Cisco device from IOS current version 17.15.04d to 17.15.05
6/2/26	6/2/26	STANDARD - Weekly Linux Environment Patching – Tuesday 18:30 - 21:00 (June 2)
6/2/26	6/2/26	CalSAWS Priority Release 26.06.02
6/2/26	6/3/26	CA-297900- Butte - Email Domain Name Change
6/3/26	6/5/26	Fix IAC vulnerabilities associated with coreapp-staging
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	IAC Code fix for Snyk Vulnerabilities "cc-genai_call_summary" associated with defect CA-301116 - Training
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	6/10/26	Enable SMB Signing on Lobby KIOSK devices.
6/3/26	6/8/26	IAC code fix for Snyk vulnerabilities associated with CA-301225 in analytics development
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	IAC code fix for Snyk vulnerabilities associated with CA-301222 in Coreapp PROD (DR)
6/3/26	6/10/26	IAC code fix for Snyk vulnerabilities associated with CA-301221 in CoreApp-County

DATE (s)		ACTIVITY DESCRIPTION
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	6/3/26	End of life UPS Replacement at 33081-Riverside, 541 N San Jacinto St, Hemet, CA 92543, US
6/3/26	6/5/26	Whitelist Sandbox Equifax URL for offshore workspaces (#248969292625)
6/3/26	6/5/26	Whitelist Microsoft URL for offshore workspaces (#248969292625)
6/3/26	6/9/26	IAC code fix for Snyk vulnerabilities associated with CA-301221 CA-301222 CA-301225 in Coreapp-Dev
6/3/26	6/5/26	IAC code fix for Snyk vulnerabilities associated with CA-301221 CA-301222 in Coreapp staging
6/3/26	6/5/26	Fix IAC vulnerabilities associated with coreapp-development
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	6/5/26	Upgrade Lambda Function Runtime to Python 3.13 in Contact Center Development Account
6/3/26	6/8/26	Aurora Mysql RDS database will be upgrade from 8.0.mysql_aurora.3.04.1 to 8.0.mysql_aurora.3.10 in coreapp-development
6/3/26	6/9/26	IAC code fix for Snyk vulnerabilities associated with CA-301222 CA-301225 in Coreapp-County
6/3/26	6/3/26	STANDARD - Weekly Linux Environment Patching - Wednesday 18:30 - 22:30 (June 3)
6/3/26	6/7/26	PROD - Quarterly MISC June DB creation and deletion of old RDS instances - June 2026
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	Enable connectivity from Devoem1-RHEL8 server in coreapp-production-tools to DR mysql DB (prodamp-dr) in coreapp-prod
6/3/26	6/8/26	Lambda Failure Notification for Return Mail Application - Prod
6/3/26	6/5/26	Adds conditional check to Security Group to prevent 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 - Prod
6/3/26	6/5/26	Implement SAML Single Sign-On (SSO) and SCIM integration of Figma via Microsoft Entra.
6/3/26	6/10/26	LCA Call Summarization deployment for Orange and Contra Costa training account
6/3/26	6/4/26	Change PatchGroup tag of certain Prod Linux EC2 instances
6/3/26	6/3/26	Juniper firmware upgrade at Gold River office

DATE (s)		ACTIVITY DESCRIPTION
6/3/26	6/12/26	Upgrade the Lambda Function Runtime to Java 21 and Python 3.13
6/4/26	6/10/26	Standard Change: ForgeRock Testing in SandBox Environment 26.06.04-26.06.10
6/4/26	6/12/26	Equifax Validation Service buildout in One environment
6/4/26	6/4/26	Standard Change: ForgeRock AT Release 26.06.04
6/4/26	6/4/26	Standard Change: ForgeRock Staging Environment Build 26.06.04
6/4/26	6/4/26	Standard Change: CalSAWS (WordPress) Production Website Plugin Updates
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	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	CalSAWS Priority Release 26.06.04
6/4/26	6/12/26	IAM Users Key Rotation - Prod GAGR
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	Remediation of Cisco IOS XE SCP DoS vulnerability to prevent unauthorized exploitation that could cause unexpected device reloads – QID-317822
6/4/26	6/4/26	Add CA-Signed SSL Certificate to AWS-WEST-PANO001 Panorama Management Platform
6/4/26	6/9/26	Create an App Registration in Entra to integrate Power BI URL with ForgeRock — for now this will only be used for the Dev Databricks workspace.
6/5/26	6/5/26	Standard Change: ForgeRock AT DR Release 26.06.05
6/5/26	6/8/26	ECR: Workspaces URL Whitelist to enable Offshore access to Jira Xray and Yarn Install
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)
6/5/26	6/12/26	Fix IAC vulnerabilities associated with coreapp-training
6/5/26	6/12/26	Fix IAC vulnerabilities associated with coreapp-county
6/6/26	6/9/26	coreapp-development and coreapp-staging: Upgrade Jenkins from 2.541 to 2.555.2 LTS
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)

DATE (s)		ACTIVITY DESCRIPTION
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	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	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)
6/7/26	6/9/26	Add custom response header policy on our cloudfronts for the api endpoint Childcare Portal production Environment as part of the security defect CA-295784
6/7/26	6/9/26	IAC code fix for Snyk vulnerabilities in Coreapp PROD
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)
6/7/26	6/9/26	IAC code fix for Snyk vulnerabilities associated with CA-301222 in Analytics PROD
6/8/26	6/10/26	Riverside County IOS Upgrade for County Cisco device from IOS current version 17.15.04d to 17.15.05 (Secondary Device)
6/8/26	6/10/26	Riverside County IOS Upgrade for County Cisco device from IOS current version 17.15.04d to 17.15.05
6/8/26	6/9/26	STANDARD - Weekly creation Change and Security Updates - Monday (June 8)
6/8/26	6/8/26	DR: Upgrade Java (Online + Batch) and April 2026 WLS Patches (Online) (us-east-1) - coreapp-prod (#851725240334)
6/8/26	6/8/26	PT30 - Update Apache configuration to restrict cgi path access (/cgi-bin/) in all coreapp-prod (DR) environment
6/8/26	6/8/26	Standard Change: ForgeRock DEV DR Release 26.06.08
6/8/26	6/8/26	End of life UPS Replacement at 33132-Riverside, 44199 Monroe St, Indio, CA 92201
6/8/26	6/8/26	End of life UPS Replacement at 36050-San Bernardino, 7977 Sierra Ave, Fontana, CA 92336
6/8/26	6/8/26	Remove AGPM Server and client components from AWSTEC003 Server.
6/8/26	6/8/26	End of life UPS Replacement at 36040-San Bernardino. 1811 W. Lugonia Ave,
6/9/26	6/9/26	Standard Change: CalSAWS (Wordpress) Lower Environment Website Update
6/9/26	6/9/26	End of life UPS Replacement at 36061-San Bernardino, 10825 Arrow Rte, Rancho Cucamonga, CA 91730

DATE (s)		ACTIVITY DESCRIPTION
6/9/26	6/9/26	End of life UPS Replacement at 33333-Riverside, 1225 W Hobsonway, Blythe, CA 92225
6/9/26	6/9/26	STANDARD - Weekly Linux Environment Patching – Tuesday 18:30 - 21:00 (June 9)
6/9/26	6/9/26	Per CiS control id 's 8601, 8602, 17811 the NTP configuration needs to be updated on nexus switches
6/10/26	6/12/26	Enable EC2 IMDSv2 and Termination Protection for Delphix EC2 in coreapp county
6/10/26	6/12/26	Create new empty PostgreSQL RDS DB in coreapp-sandbox (883685621503) to be used by SonarQube
6/10/26	6/12/26	San Bernardino County IOS Upgrade for County Cisco device from IOS current version 17.15.03 to 17.15.05 (Primary Device)
6/10/26	6/12/26	Whitelist AT1 Hyland URL for offshore workspaces (#248969292625)
6/10/26	6/12/26	Create new LDAP Bind/Service Account for new SonarQube installation
6/10/26	6/12/26	Update ALB Configuration for OCAT in AT6 and AT7
6/10/26	6/12/26	Aurora Mysql RDS database will be upgrade from 8.0.mysql_aurora.3.04.1 to 8.0.mysql_aurora.3.10 in analytics-development
6/10/26	6/12/26	Enable EC2 IMDSv2 and Termination Protection for Delphix EC2 in coreapp dev
6/10/26	6/12/26	Create Lambda and DynamoDB table for managing the eCCP administrative page
6/10/26	6/12/26	Whitelist Figma URLs for offshore workspaces (#248969292625)
6/10/26	6/11/26	Create Two Secrets - Analytics-Development Account
6/10/26	6/12/26	ECR: Whitelist URLs for offshore workspaces to access Security Trainings (#248969292625)
6/10/26	6/12/26	Allow Coreapp S3 access to EMR application - SystemTest
6/10/26	6/11/26	End of life UPS Replacement at San Bernardino, Multiple Sites
6/10/26	6/12/26	Update Bitbucket connectivity rules and decommission audit s3 in databricks-development (#347573372292)
6/10/26	6/12/26	Create a new API path for PortalService - Perf
6/10/26	6/12/26	Fix EventBridge rule pattern and disable SNS encryption for GuardDuty Malware Protection S3 module
6/10/26	6/12/26	IAC Code fix for Snyk Vulnerabilities "cc-genai_call_summary" associated with defect CA-301685 - Nonprod
6/10/26	6/12/26	Cleanup policies attached to "Custom_EC2_TechArch_FileService" role - Coreapp-Staging
6/10/26	6/12/26	Enable IMDSv2 for Delphix EC2 in coreapp-staging

DATE (s)		ACTIVITY DESCRIPTION
6/10/26	6/12/26	San Bernardino County IOS Upgrade for County Cisco device from IOS current version 17.15.03 to 17.15.05 (Secondary Devices)
6/10/26	6/10/26	Decommission unused EBS volumes in coreapp-sandbox account
6/10/26	6/10/26	STANDARD - Weekly Linux Environment Patching - Wednesday 18:30 - 22:30 (June 10)
6/10/26	6/10/26	TPx (ISP Vendor) Juniper firmware upgrade: San Joaquin County
6/10/26	6/10/26	TPx (ISP Vendor) Juniper firmware upgrade: Solano County
6/10/26	6/10/26	TPx (ISP Vendor) Juniper firmware upgrade: Sacramento County
6/10/26	6/10/26	TPx (ISP Vendor) Juniper firmware upgrade: Fresno County
6/10/26	6/10/26	TPx (ISP Vendor) Juniper firmware upgrade: Humboldt County
6/10/26	6/12/26	Update policy for IAM User "Calabrio_WFM_External " in Contact Center Production Accounts - Prod
6/10/26	6/10/26	TPx (ISP Vendor) Juniper firmware upgrade: Tehama County
6/10/26	6/10/26	TPx (ISP Vendor) Juniper firmware upgrade: Lassen County
6/10/26	6/12/26	Enable Pixel-perfect reports in Amazon Quick
6/10/26	6/12/26	Address SNSTopic Reply Text Functionality (coreapp-training)
6/10/26	6/12/26	Cleanup policies attached to "Custom_EC2_TechArch_FileService" role - coreapp-training
6/10/26	6/12/26	Cleanup policies attached to "Custom_EC2_TechArch_FileService" role - coreapp-county
6/10/26	6/12/26	IAC Code fix for Snyk Vulnerabilities "cc-genai_call_summary" associated with defect CA-301685 - Training
6/10/26	6/10/26	TPx (ISP Vendor) Juniper firmware upgrade: Calaveres County
6/10/26	6/10/26	TPx (ISP Vendor) Juniper firmware upgrade: Ventura County
6/10/26	6/10/26	TPx (ISP Vendor) Juniper firmware upgrade: El Dorado County
6/10/26	6/10/26	TPx (ISP Vendor) Juniper firmware upgrade: Napa County
6/10/26	6/10/26	TPx (ISP Vendor) Juniper firmware upgrade: Mariposa County
6/10/26	6/10/26	TPx (ISP Vendor) Juniper firmware upgrade: Lassen County
6/10/26	6/12/26	Create Scheduler to trigger "AWS GLUE ETL Jobs" in Sharedfunctions Prod Account
6/10/26	6/12/26	Enable connectivity to exadata databases to support case copy and copy EDR and apex databases
6/11/26	6/11/26	Upgrade DynaTrace Agent Version on ForgeRock base EC2 instance
6/11/26	6/11/26	Standard Change: ForgeRock AT Release 26.06.11
6/11/26	6/11/26	Standard Change: ForgeRock Staging Environment Build 26.06.11
6/11/26	6/11/26	Standard Change: CalSAWS (WordPress) Production Website Plugin Updates
6/11/26	6/11/26	STANDARD - Weekly Linux Environment Patching – Thursday 18:30 - 20:30 (June 11)

DATE (s)		ACTIVITY DESCRIPTION
6/11/26	6/11/26	CalSAWS Priority Release 26.06.11
6/11/26	6/11/26	TPx (ISP Vendor) Juniper firmware upgrade: Kern County
6/11/26	6/11/26	ServiceNow Release 2026.06.11 - POA&M Bulk Closure
6/11/26	6/12/26	Enable connectivity to AWS Audit DB (port 3306) for Santa Cruz county.
6/11/26	6/11/26	ServiceNow Release 26.06.11 - NOW-1496 & NOW-1507
6/11/26	6/11/26	TPx (ISP Vendor) Juniper firmware upgrade: Alameda County
6/11/26	6/11/26	TPx (ISP Vendor) Juniper firmware upgrade: San Bernardino County
6/11/26	6/11/26	TPx (ISP Vendor) Juniper firmware upgrade: Alpine County
6/11/26	6/12/26	Enable CDT connectivity between CARES and CalSAWS non-production (unmasked) environments for SFTP integration
6/11/26	6/11/26	TPx (ISP Vendor) Juniper firmware upgrade: Sierra County
6/11/26	6/11/26	ServiceNow Release 26.06.11 - NOW-1482 AWS + ENV access request roster integration
6/11/26	6/11/26	Restrict and tighten Global Protect VPN access from within USA.
6/12/26	6/12/26	Standard Change: ForgeRock AT DR Release 26.06.12
6/12/26	6/12/26	Non Prod IIR -upgrade 10.2.0 HF1 - 10.5.2 HF2 in coreapp-training (#058264522586)
6/12/26	6/12/26	Standard Change: ForgeRock Dev Release 26.06.12
6/12/26	6/12/26	STANDARD - Weekly Linux Environment Patching – Friday 18:30 -22:30 (June 12)
6/12/26	6/12/26	TPx (ISP Vendor) Juniper firmware upgrade: Butte County
6/12/26	6/12/26	TPx (ISP Vendor) Juniper firmware upgrade: Del Norte County
6/12/26	6/12/26	TPx (ISP Vendor) Juniper firmware upgrade: Placer County
6/12/26	6/12/26	TPx (ISP Vendor) Juniper firmware upgrade: Sonoma County
6/12/26	6/12/26	TPx (ISP Vendor) Juniper firmware upgrade: Lake County
6/12/26	6/12/26	TPx (ISP Vendor) Juniper firmware upgrade: Mendocino County
6/12/26	6/12/26	TPx (ISP Vendor) Juniper firmware upgrade: Riverside County
6/12/26	6/12/26	TPx (ISP Vendor) Juniper firmware upgrade: Santa Clara County
6/12/26	6/12/26	Patch F5 Software on (Backup) LA3F5001/LA3F5002
6/12/26	6/12/26	TPx (ISP Vendor) Juniper firmware upgrade: Kings County
6/12/26	6/12/26	TPx (ISP Vendor) Juniper firmware upgrade: Colusa County
6/12/26	6/12/26	TPx (ISP Vendor) Juniper firmware upgrade: Shasta County
6/13/26	6/13/26	coreapp-prod, coreapp-training, and coreapp-county: Upgrade Jenkins from 2.541.2 to 2.555.2 LTS
6/13/26	6/13/26	IIR -upgrade 10.2.0 HF1 - 10.5.2 HF2 in coreapp-county (#730335359990)

DATE (S)		ACTIVITY DESCRIPTION
6/13/26	6/13/26	STANDARD - Weekly Linux Environment Patching – Saturday 13:30 - 23:00 (June 13)
6/14/26	6/14/26	CalHEERS Release 26.06 - CalSAWS Minor Release
6/14/26	6/14/26	Upgrade WingFTP software in Prod FTP server to address critical vulnerability
6/14/26	6/14/26	Failover CDT traffic from Goldcamp to Vacaville to support remediation of vulnerabilities on Goldcamp switches
6/14/26	6/14/26	GAGR CC PROD PUB PUSH and IMPLEMENTED PLAN (IP) for 06/14/26

Table 4.3.1-2: CalSAWS Upcoming Maintenance

DATE (S)		ACTIVITY DESCRIPTION
6/15/26	6/15/26	Upgrade Qlik Sense Sandbox Repository PostgreSQL from 16.9 to 16.14
6/15/26	6/16/26	STANDARD - Weekly creation Change and Security Updates - Monday (June 15)
6/15/26	6/15/26	End of life UPS Replacement at 24007 & 24005 Merced.
6/15/26	6/15/26	Standard Change: ForgeRock DEV DR Release 26.06.15
6/15/26	6/15/26	End of life UPS Replacement at 03001-Amador, 10877 Conductor Blvd Ste 100, Sutter Creek, CA 95685
6/15/26	6/16/26	IOS Upgrade for CDT Devices (GoldCamp) from IOS Current Version 17.15.04 to 17.15.05 (Backup Path)
6/15/26	6/15/26	End of life UPS Replacement at 33338-Riverside, 65753 Pierson Blvd, Desert Hot Springs, CA 92240
6/15/26	6/15/26	TPx (ISP Vendor) Juniper firmware upgrade: San Mateo County
6/15/26	6/15/26	TPx (ISP Vendor) Juniper firmware upgrade: Merced County
6/15/26	6/15/26	TPx (ISP Vendor) Juniper firmware upgrade: Madera County
6/15/26	6/15/26	TPx (ISP Vendor) Juniper firmware upgrade: Trinity County
6/16/26	6/16/26	Standard Change: CalSAWS (Wordpress) Lower Environment Website Update
6/16/26	6/16/26	STANDARD - Weekly Linux Environment Patching – Tuesday 18:30 - 21:00 (June 16)
6/16/26	6/16/26	TPx (ISP Vendor) Juniper firmware upgrade: Marin County
6/16/26	6/16/26	TPx (ISP Vendor) Juniper firmware upgrade: Plumas County
6/16/26	6/16/26	TPx (ISP Vendor) Juniper firmware upgrade: Monterey County
6/16/26	6/16/26	TPx (ISP Vendor) Juniper firmware upgrade: Stanislaus County
6/17/26	6/19/26	Fix IAC vulnerabilities associated with analytics-development
6/17/26	6/19/26	Fix IAC vulnerabilities associated with coreapp-development
6/17/26	6/19/26	Upgrade Java in Analytics-production for batperf2 and Stage job servers (303420442075)
6/17/26	6/19/26	Kern County IOS Upgrade for County Cisco device from IOS current version 17.15.04d to 17.15.05 (Primary Device)
6/17/26	6/19/26	Enable encryption with CMK for "guardduty-malware-protection-alerts" SNS Topics (339650810458)

DATE (S)		ACTIVITY DESCRIPTION
6/17/26	6/19/26	Enable encryption with CMK for "guardduty-malware-protection-alerts" SNS Topics (650244008899)
6/17/26	6/18/26	Mariposa County IOS Upgrade for County Cisco device from IOS current version 17.15.4d to 17.15.05 (Primary & Secondary Devices)
6/17/26	6/18/26	Sierra County IOS Upgrade for County Cisco device from IOS current version 17.15.04d to 17.15.05 (Primary Device)
6/17/26	6/19/26	Enable KMS Encryption for Inbound Texting Kinesis SMS Stream (coreapp-staging)
6/17/26	6/19/26	Enable KMS Encryption for Inbound Texting Kinesis SMS Stream (coreapp-development)
6/17/26	6/21/26	Upgrade ATST-META2-RHEL8 instance type to r8i.2xlarge in coreapp-development
6/17/26	6/19/26	Updated the "quicksight:UpdateUser" permission to CrossAccountQuickSightAdminRole - Nonprod
6/17/26	6/19/26	Reconfigure and Setup Cloud Management Gateway (CMG) for county workstations.
6/17/26	6/19/26	Fix IAC vulnerabilities associated with coreapp-staging
6/17/26	6/17/26	Oracle Managed Service & Oracle Enterprise Manager Agent Upgrade from 13.5 to 24.1 for Devoem1-RHEL8 in coreapp-production-tools
6/17/26	6/19/26	Create Lambda function "eccp-update-chat-s3key" in contact center nonprod accounts
6/17/26	6/17/26	End of life UPS Replacement at 36011-San Bernardino, 9655 9th Ave Hesperia, CA 92345
6/17/26	6/19/26	Whitelist UAT Equifax URL for offshore workspaces (#248969292625)
6/17/26	6/17/26	STANDARD - Weekly Linux Environment Patching - Wednesday 18:30 - 22:30 (June 17)
6/17/26	6/17/26	TPx (ISP Vendor) Juniper firmware upgrade: San Luis Obispo County
6/17/26	6/17/26	TPx (ISP Vendor) Juniper firmware upgrade: Yolo County
6/17/26	6/17/26	TPx (ISP Vendor) Juniper firmware upgrade: Modoc County
6/17/26	6/17/26	TPx (ISP Vendor) Juniper firmware upgrade: San Francisco County
6/17/26	6/17/26	TPx (ISP Vendor) Juniper firmware upgrade: Glenn County
6/17/26	6/17/26	TPx (ISP Vendor) Juniper firmware upgrade: Inyo County
6/17/26	6/17/26	TPx (ISP Vendor) Juniper firmware upgrade: Amador County
6/17/26	6/17/26	TPx (ISP Vendor) Juniper firmware upgrade: Imperial County
6/17/26	6/17/26	TPx (ISP Vendor) Juniper firmware upgrade: LA3 XCHANGE
6/17/26	6/18/26	Enable Logging for JIRA Application LoadBalancer in Production environment
6/17/26	6/19/26	Allow new Adobe IPs via Global Protect VPN
6/17/26	6/19/26	Create AWS secret for Okta - GAGR Perf
6/17/26	6/19/26	Address SNS Topic Reply Text Functionality (coreapp-prod)
6/17/26	6/19/26	Update the Adobe-prefix-list with new Adobe IP's
6/17/26	6/17/26	CIS 4385 Removing Stale Local Account
6/17/26	6/17/26	Per CiS control id 4376 - Exec banner needs to be reimplemented on 15009sw001

DATE (S)		ACTIVITY DESCRIPTION
6/17/26	6/19/26	Create DynamoDB table "UserRights" in contact center training account
6/17/26	6/18/26	Allow Apex WebServer traffic through F5 for stg-adhoc-reports access
6/18/26	6/18/26	End of life UPS Replacement at 24001, 2115 Wardrobe Ave, Merced, CA 95341
6/18/26	6/18/26	Standard Change: CalSAWS (WordPress) Production Website Plugin Updates
6/18/26	6/18/26	Standard Change: ForgeRock Staging Environment Build 26.06.18
6/18/26	6/18/26	Standard Change: ForgeRock AT Release 26.06.18
6/18/26	6/18/26	STANDARD - Weekly Linux Environment Patching – Thursday 18:30 - 20:30 (June 18)
6/18/26	6/18/26	TPx (ISP Vendor) Juniper firmware upgrade: Contra Costa County
6/18/26	6/18/26	Per CiS control id 4422 recommendation, shutting down unused switch loopback ports.
6/18/26	6/18/26	TPx (ISP Vendor) Juniper firmware upgrade: Nevada County
6/18/26	6/18/26	Add CA-Signed SSL Certificates to Cisco ASA Web Interfaces
6/18/26	6/18/26	Update CA-Signed SSL Certificates to Cisco WLC Web Interfaces
6/18/26	6/18/26	TPx (ISP Vendor) Juniper firmware upgrade: Mono County
6/18/26	6/18/26	TPx (ISP Vendor) Juniper firmware upgrade: Santa Barbara County
6/18/26	6/18/26	TPx (ISP Vendor) Juniper firmware upgrade: San Bernardino County
6/18/26	6/18/26	TPx (ISP Vendor) Juniper firmware upgrade: Santa Cruz County
6/18/26	6/18/26	TPx (ISP Vendor) Juniper firmware upgrade: San Benito County
6/19/26	6/19/26	Unicast Reverse-Path Forwarding
6/19/26	6/19/26	Standard Change: ForgeRock AT DR Release 26.06.19
6/19/26	6/19/26	Standard Change: ForgeRock Dev Release 26.06.19
6/19/26	6/19/26	STANDARD - Weekly Linux Environment Patching – Friday 18:30 -22:30 (June 19)
6/19/26	6/19/26	TPx (ISP Vendor) Juniper firmware upgrade: Tuolumne County
6/19/26	6/19/26	TPx (ISP Vendor) Juniper firmware upgrade: Sutter County
6/19/26	6/19/26	TPx (ISP Vendor) Juniper firmware upgrade: Tulare County
6/19/26	6/19/26	TPx (ISP Vendor) Juniper firmware upgrade: Riverside County
6/19/26	6/19/26	TPx (ISP Vendor) Juniper firmware upgrade: Siskiyou County
6/19/26	6/19/26	TPx (ISP Vendor) Juniper firmware upgrade: Yuba County
6/20/26	6/20/26	Jira Aurora Postgres RDS database upgrade from Postgres version 16.10 to 17.9 in coreapp-production-tools (#271562797580)
6/20/26	6/20/26	Bitbucket Aurora Postgres RDS database upgrade from Postgres version 16.10 to 17.9 in coreapp-production-tools (#271562797580)
6/20/26	6/20/26	coreapp-production-tools: Upgrade CALSAWS PROD Jira from LTS 10.3.10 to LTS 11.3.5
6/20/26	6/20/26	coreapp-production-tools: Upgrade Bitbucket from LTS 9.4.12 to LTS 10.2.2
6/20/26	6/20/26	Rotate Delphix Host User credentials
6/20/26	6/20/26	STANDARD - Weekly Linux Environment Patching – Saturday 13:30 - 23:00 (June 20)

4.3.2 Deployments

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

Table 4.3.2-1: CalSAWS Deployments Completed

RELEASE NUMBER	DEPLOYMENT DATE
CalHEERS Release 26.06 - CalSAWS Minor Release	06/14/2026
Priority Release 26.06.14	06/14/2026
Priority Release 26.06.13	06/13/2026
Priority Release 26.06.11	06/11/2026
Priority Release 26.06.04	06/04/2026
Priority Release 26.06.02	06/02/2026

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

There were no Infrastructure SLA misses for the reporting period.

4.3.4 CalSAWS Production Planned Outages Calendar 2026

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

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

Legend																	
Unavailable																	
Reduced Availability																	
Available																	
Activity Description	Start Date	Start Time	End Date	End Time	CalSAWS Core	BenefitsCal	Imaging	Contact Center	ADHOC / APEX	ForgeRock	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	5/21/2026
Adhoc Reporting Database Maintenance	06/07/26	2:00 PM	06/07/26	6:00 PM												Broadcast Email	5/27/2026
																CIT 0091-26	5/2/2026
Jira Maintenance	06/07/26	8:00 AM	06/07/26	2:00 PM												Broadcast Email	5/27/2026
LMS Maintenance	06/12/26	7:00 PM	06/12/26	9:00 PM												Broadcast Email	6/4/2026
CalHEERS Release 26.06	06/14/26	6:00 AM	06/14/26	10:00 AM												CIT 0094-26	5/27/2026
	06/14/26	6:00 AM	06/14/26	10:00 AM												Broadcast Email	6/1/2026
Imaging (Hyland) Maintenance	06/19/26	10:00 PM	06/20/26	1:00 AM												Broadcast Email	6/10/2026
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 0099-26	6/9/2026
Adhoc Reporting Database Maintenance	06/28/26	12:00 PM	06/28/26	4:00 PM												Broadcast Email	TBD
																CIT 0100-26	6/9/2026
Production Maintenance	06/28/26	1:00 PM	06/28/26	9:30 PM												Broadcast Email	TBD
																CIT 0100-26	6/9/2026

Figure 4.3.4: CalSAWS Production Planned Outages Calendar

Notes:

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

5 LOBBY MANAGEMENT

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

Table 5-1: Lobby Management Updates

COUNTY	UPDATES
Merced	RITM0103956 – Wardrobe Kiosk on the project network is currently under review with Network Teams. 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. 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.
All Counties	One (1) Kiosk per office will have the card swipe lowered. This is in response to the ADA citations received by county offices last year. Fresno and San Luis Obispo have been completed.

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

6 GA/GR CORRESPONDENCE

The following are highlights for GA/GR Correspondence:

- Exstream Designer user training for the Shasta County Exstream Administrators is scheduled for June 30 and July 1.
- The design phase for the Kern County GA/GR Automated Solution Opt-In (GAGR-763) county purchase order is in progress.

- The county purchase order for San Joaquin County GA/GR Automated Solution Opt-In - Exstream Development (GAGR-892) has been delivered to the County and is pending approval.
- The development of the county purchase order for Marin County GA/GR Automated Solution Opt-In - Exstream Development (GAGR-935) is in progress.

7 ADDITIONAL PROJECTS

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

7.1 ServiceNow IT Operations Management Discovery / Hardware Asset Management / Software Asset Management (TLM-13, TLM-14, TLM-15)

- Hardware Asset Management (HAM)
 - HAM was implemented in production on 05/01/2026 – 05/02/2026 successfully. HAM Operational Working Document (OWD) documentation has been approved. 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 approved. Training for internal audience was completed.

7.2 Oracle Database@AWS Migration

- Continuing to execute daily Oracle Working sessions.
- Have been steadily migrating non-prod db's to the new platform with no issues.
- Started standing up Staging environment to support County reporting testing

7.3 Communications Portal

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

7.4 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 4, 2026.

7.5 Contact Center Modernization Phase 1 – eGain Replacement

- Completed Go Live 06/12/2026.
- Live Training starting week of June 15th.
- EGain Decommission activities WIP.

7.6 IAM Replacement

- ARB design approved on 06/03/2026.
- Aligned with stakeholders on release strategy for API, Core CalSAWS, and BenefitsCal production deployments. Detailed aligned cross-vendor schedule still in progress.
- Started configuration of Okta development environment. Target to complete by end of the month to share with M&E Team.
- Started working on test cases and documentation updates.

7.7 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-301927	6/11/2026	Infra Contact Center	ACW update in eCCP to update all ACW channels	New
NOW-1509	6/10/2026	Infra ServiceNow	Remove ability to assign to Parent Group	Pending for Validation
NOW-1508	6/10/2026	Infra ServiceNow	Disable the ability to send Cases's/INC's and RITM's to incorrect queues	Pending for Validation
GAGR-1024	6/9/2026	Client Correspondence (GA/GR)	Gainwell QA regression test of the GA/GR Automated Solution for Release 26.07	System Test
CA-301807	6/9/2026	Infra Middleware	WebLogic Upgrade to v14.1.2 and Java upgrade to v21	New
CA-301793	6/9/2026	Infra Contact Center	Create Synthetic Max Queue	New
GAGR-1022	6/8/2026	Client Correspondence (GA/GR)	Master ID Cleanup in CalSAWS DB	New
GAGR-1021	6/8/2026	Client Correspondence (GA/GR)	Data Sync Cleanup of Data Group Indicators	Design in Progress
NOW-1507	6/8/2026	Infra ServiceNow	P1 Incident Text Alerts	Done
GAGR-1020	6/8/2026	Client Correspondence (GA/GR)	Requesting a new Body Text Id	In Development

JIRA ID	CREATED	INFRA TEAM	DESCRIPTION	STATUS
GAGR-1019	6/3/2026	Client Correspondence (GA/GR)	GA NOA - 30 X GA Disc: Failure to Submit GA-QR7 By Due Date (2, 4, 6 Month Sanction)	Design in Progress
GAGR-1018	6/3/2026	Client Correspondence (GA/GR)	GA 239 H (back) has been approved for UAT Train	In Development
CA-301571	6/2/2026	Infra Contact Center	Validate and Adjust Contact Center Logging gaps	New
NOW-1505	6/2/2026	Infra ServiceNow	Add a new task to "Roll On - Step Two"	In Development
CA-301425	5/28/2026	Infra Contact Center	Activation of Barge Functionality in eCCP	Design in Progress
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	Design in Progress
GAGR-1017	5/20/2026	Client Correspondence (GA/GR)	Send correct Appointment ID/Time data to Exstream CC Service for GAGR Program	New
CA-301132	5/19/2026	Infra Contact Center	Amazon Quick External Reader Management in eCCP	In Development
NOW-1502	5/18/2026	Infra ServiceNow	Notifications for Software expirations in SAM module	To Do
GAGR-1016	5/15/2026	Client Correspondence (GA/GR)	GA/GR Exstream Correspondence Request for forms and NOAs	In Development
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

JIRA ID	CREATED	INFRA TEAM	DESCRIPTION	STATUS
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
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	In Development
CA-300788	5/7/2026	Infra Contact Center	Update Agent Available Flow Routing for Queue Transfer Calls	System Test
NOW-1499	5/5/2026	Infra ServiceNow	AskCalSAWS Updates (2026)	Documenting
GAGR-1010	5/1/2026	Client Correspondence (GA/GR)	GA/GR Form update - 2124 CAAP Workforce Services Office Appointment	Test Complete
GAGR-1009	5/1/2026	Client Correspondence (GA/GR)	GA/GA NOA Update - CalSAWS 2-San Francisco	Test Complete
CA-300613	4/30/2026	Infra Contact Center	Ventura County Max Queue handling	New
CA-300589	4/30/2026	Infra Cloud Ops	Address normalization to connect to Melissa Data	Design in Progress
CA-300514	4/28/2026	Infra Tools	Create Non-Production Confluent Environment and Cluster	In Development
GAGR-1007	4/28/2026	Client Correspondence (GA/GR)	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	Test Complete
CA-300460	4/27/2026	Infra Tools	Atlassian Jira upgrade from 10.3.10 to 11.3.5 LTS due to vulnerabilities in current version	Test Complete
CA-300459	4/27/2026	Security	IAM Change/Design Assessment	New
GAGR-1006	4/27/2026	Client Correspondence (GA/GR)	San Mateo County - GA/GR Program Time Limit Updates	Design in Progress
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

JIRA ID	CREATED	INFRA TEAM	DESCRIPTION	STATUS
CA-300270	4/22/2026	Infra Contact Center	Change all eCCP references from "César Chavez Day" to "Farmworkers Day"	Approved
GAGR-995	4/16/2026	Client Correspondence (GA/GR)	Updates to GA QR7	Test Complete
GAGR-987	4/10/2026	Client Correspondence (GA/GR)	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	System Test
CA-298920	3/24/2026	Infra Contact Center	Update Contact Center MySQL Database versions	System 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	Done
NOW-1480	3/17/2026	Infra ServiceNow	Update Incident Notification to exclude work notes text in the email.	Done
CA-298688	3/13/2026	Infra Contact Center	CSC Report for IVR EPA PIN user calls received each month	New

JIRA ID	CREATED	INFRA TEAM	DESCRIPTION	STATUS
GAGR-964	3/10/2026	Client Correspondence (GA/GR)	San Francisco Automate Denials for no-show appointment	Design in Progress
GAGR-962	3/6/2026	Client Correspondence (GA/GR)	Updates to the GA-94-15H / request to move to test	Test Complete
GAGR-961	3/6/2026	Client Correspondence (GA/GR)	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 (GA/GR)	Updates to 083/084 B GR Discontinuance - (90/180 Day Sanction) NOA	In Development
GAGR-958	3/6/2026	Client Correspondence (GA/GR)	Components Requested for NOA 11-133 HHSA	Test Complete
CA-298435	3/5/2026	Infra Middleware	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 - Nov 2026	New
GAGR-955	2/27/2026	Client Correspondence (GA/GR)	New CalSAWS Appointment Type - Telephone GA/GR RE Interview	System Test
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 Dev Ops	Upgrade SonarQube from v9.9.6 to v24.12	New
CA-298037	2/20/2026	Infra Dev Ops	Upgrade Terraform from v1.5.7 to v1.14.4	Ready for Committee
CA-298002	2/19/2026	Infra GenAI	Call summarization - Group 1C	New

JIRA ID	CREATED	INFRA TEAM	DESCRIPTION	STATUS
CA-298001	2/19/2026	Infra GenAI	Call summarization - Group 1B	New
CA-298000	2/19/2026	Infra GenAI	Call summarization - Group 1A	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	System Test
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
GAGR-946	2/2/2026	Client Correspondence (GA/GR)	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

JIRA ID	CREATED	INFRA TEAM	DESCRIPTION	STATUS
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 (GA/GR)	Contra Costa GA RE packet automation and send via Gainwell Central Print	New
GAGR-937	1/14/2026	Client Correspondence (GA/GR)	IP request - Update F063-08-67 GRWP CFET Participation Agreement	Test Complete
GAGR-936	1/14/2026	Client Correspondence (GA/GR)	IP request - Update GRWP Job Search Report F063-08-71A (R04/15)	Test Complete
GAGR-935	1/14/2026	Client Correspondence (GA/GR)	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
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

JIRA ID	CREATED	INFRA TEAM	DESCRIPTION	STATUS
GAGR-915	11/18/2025	Client Correspondence (GA/GR)	Replace Outdated Version of GR Special Need Cremation/Burial Approval NOA	Test Complete
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	In Development
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 (GA/GR)	San Joaquin County GAGR Exstream Automated Solution Development and Implementation	New
CA-293621	8/11/2025	Infra Dev 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 Middleware	Upgrade Oracle APEX to version: 24.1	Ready for Committee

JIRA ID	CREATED	INFRA TEAM	DESCRIPTION	STATUS
CA-293388	8/4/2025	Infra ForgeRock	Migrate AWS PinPoint to AWS End User Messaging	In Development
NOW-1430	7/31/2025	Infra ServiceNow	Track CalSAWS Consolidated Waiver Requests in ServiceNow, integrated with CMDDB/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 (GA/GR)	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 (GA/GR)	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	Test Complete
CA-290786	5/8/2025	Infra Contact Center	External Partner - Enable Calabrio Live Monitor for better view - Calabrio Vendor - PFR	New
CA-290785	5/8/2025	Infra Contact Center	Ventura Contact Center – Opt-in to BenefitsCal Webchat	New
CA-290616	5/2/2025	Infra Tech Ops	LA County-Whitelist New IP Address for CCRC	New
NOW-1412	5/1/2025	Infra ServiceNow	Incident and sc_req_item metric view access	To Do
CA-290041	4/17/2025	Infra Contact Center	San Bernardino - Deactivate IVR Predictive Handling - CPO	Design in Progress

JIRA ID	CREATED	INFRA TEAM	DESCRIPTION	STATUS
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
GAGR-763	1/17/2025	Client Correspondence (GA/GR)	Kern County Opting into the GAGR Automated Solution - Exstream Service and New Forms / NOAs	Design in Progress
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	Pending Rejection
CA-285108	11/21/2024	Infra Contact Center	Deploy Web Chat and Click to Call code to all AWS Accounts	New

JIRA ID	CREATED	INFRA TEAM	DESCRIPTION	STATUS
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 (GA/GR)	Develop 1:1 DB Synchronization between CalSAWS environments and GAGR Correspondence Service	Design in Progress
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
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

JIRA ID	CREATED	INFRA TEAM	DESCRIPTION	STATUS
CA-280780	7/24/2024	Infra Contact Center	Allow Various Options for County Selection regarding "You are on Hold" Message	New
CA-280778	7/24/2024	Infra Contact Center	Interactive Voice Response IVR Text for Courtesy Call Back CCB	New
CA-280529	7/17/2024	Infra Contact Center	Sacramento - *Pending CPO* Calabrio Support	New
CA-279531	6/19/2024	Infra Contact Center	Fresno- Contact Center: Max Queue Data Stats-Report	New
CA-279402	6/17/2024	Infra Contact Center	Coordinate/Sync County Holiday Updates Between CalSAWS and the Contact Center	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	System Test
CA-278638	5/31/2024	Infra Contact Center	Statewide Authentication Bot Enhancement - Reporting of Skipped Calls	New
CA-278377	5/24/2024	Infra Contact Center	Placeholder - Implement Contact Center Disaster Recovery Solution on one Single county	New
CA-277932	5/15/2024	Infra Contact Center	***Placeholder*** Add Logout Functionality to Supervisor Panel	New
CA-277481	5/6/2024	Infra Contact Center	Enhance eCCP to allow for users to perform a direct transfer(Cold Transfer)	New
CA-277286	4/30/2024	Infra Contact Center	Add Verbiage from MEDIL I 24-11 for All CSC Counties IVRs	New
CA-277050	4/24/2024	Infra Contact Center	Update Contact Center Lambda Secrets Manager Reference	New

JIRA ID	CREATED	INFRA TEAM	DESCRIPTION	STATUS
CA-276763	4/18/2024	Infra Contact Center	LA - Call Center - eGain - Allow multiple users to be selected from the parameters search	Pending Rejection
CA-276762	4/18/2024	Infra Contact Center	LA - Call Center - eGain - Add a search option to allow to search by EW	Pending Rejection
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	Pending Rejection
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	Pending Rejection
CA-276403	4/10/2024	Infra Contact Center	PFR - IVR/Contact Center eGAIN Report Update	Pending Rejection
CA-276402	4/10/2024	Infra Contact Center	Post Call Survey Data to be accessible in Quick	Design in Progress
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	Design in Progress
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	New

JIRA ID	CREATED	INFRA TEAM	DESCRIPTION	STATUS
			the "Queue Hold Messages" - Admin Page – to allow for WAV files and foreign language handling.	
CA-276392	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	Approved
CA-276389	4/10/2024	Infra Contact Center	eCCP - Post Call Status after Outbound Call	New
CA-275994	4/1/2024	Infra Contact Center	Amazon Connect Copy - Environment Reset	New
CA-275845	3/27/2024	Security	DMDP-21: Data Security P1	New
CA-275645	3/21/2024	Infra Contact Center	Stanislaus - Call Center Enhancements	New
CA-275420	3/14/2024	Infra Contact Center	"Title: Message-On-Hold (MOH) / Adding them to the eCCP Admin Tool (Short-Term Solution)	"
CA-275376	3/13/2024	Infra Contact Center	IVR to add additional validations for RPA card replacement request routing	New
CA-275373	3/13/2024	Infra Contact Center	Amazon Connect/eGain Back End Database Access	New
CA-274846	2/29/2024	Infra Contact Center	Calls to be routed to assigned worker if a discontinued program is still assigned to a worker	New
CA-274373	2/20/2024	Infra Contact Center	Assessment to automate all RPA, Post Call Survey and voice bots reports.	New
CA-273899	2/7/2024	Infra Contact Center	PFR - Calabrio - Ability to live monitor multiple workers at a time	New
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

JIRA ID	CREATED	INFRA TEAM	DESCRIPTION	STATUS
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
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	Approved
CA-256497	2/9/2023	Online	Robotic Processing Automation (RPA) - 18 - 21 Year Old Adult and Child Not Aided in Household	New
CA-256495	2/9/2023	Online	Robotic Processing Automation (RPA) - Identify Cases with Expenses Amount Higher Than Income	New
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

