

CalSAWS

California Statewide Automated Welfare System



Bi-Weekly Status Report

CalSAWS Infrastructure

Reporting Period: June 15, 2026 – June 28, 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	The CalSAWS System did not experience any unplanned outages during this period.
Defects	There are 37 active Infrastructure Production defects.
Incidents	RESOLVED: PRB0053706 – As of 10:49 AM on June 24, 2026, San Benito users at the 351 Felice Dr Ste 100, Hollister site are unable to access CalSAWS and associated systems due to a power outage. San Benito users at the Hollister 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. Currently the utility provider estimates power restoration by 1:45 PM. Update: Power at the Hollister site has been restored however, CalSAWS network links are still down. The project team is following up with a local county contact to investigate the issue. An update will be sent when additional information becomes available. As of 3:59 PM on June 24, 2026, the issue has been resolved. LCON confirmed network links are back online. RESOLVED: PRB0053690 – As of 11:30 PM on June 18, 2026, Users are experiencing UEID errors when accessing Lobby Reception Dashboard and Lobby Monitor Customer Dashboard. Lobby Monitor Customer Dashboards will not display on any device using the Lobby Monitor Customer dashboard link. County workers will not be able to call Customers using the monitor call button on the Reception Log Detail page. County workers will not be able to access the Lobby Reception Dashboard. This functionality and display will not be available until the issue is resolved. Note: This issue does not impact lobby devices (kiosks and tablets). Details: This issue was introduced by Defect CA-296487 which was deployed into production yesterday, June 18, 2026. The project team is actively investigating the issue. Defect CA-302318 has been created to track the fix for this issue, and an update will be provided when the issue is resolved. As of 10:35 AM on June 19, 2026, the issue has been resolved with the deployment of Defect CA-302318. County workers are no longer experiencing UEID errors when accessing the Lobby Reception Dashboard and Lobby Monitor Customer Dashboard. County workers are advised to restart the browser if they are still receiving a UEID error

TOPIC	HIGHLIGHTS FOR THE REPORTING PERIOD
	when accessing the Lobby Reception Dashboard and Lobby Monitor Customer Dashboard. ▪ RESOLVED: 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: For Transitional CalFresh (TCF) Cases: – For adults between ages 18 and 64, update their ABAWD Screening record as follows: • Screening Type: Intake (Note: TCF cases require Screening Type of "Intake", not RE or Mid-Period) • Screening Complete: Yes • Begin Date: Same as BDA in the Program Details for CalFresh • Screening Result: Exempt (mark with a Reason(s)) or Mandatory • Save and continue. • Run EDBC for CalFresh. For cases with RE due month of 05/2026 or earlier (this includes rescinded cases): – For adults between ages 18 and 64, update their ABAWD Screening record as follows: • Screening Type: RE • Screening Complete: Yes • 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. • Screening Result: Exempt (mark with a Reason(s)) or Mandatory • Save and continue. • Run EDBC for CalFresh. For cases with applications prior to 06/2026 (this includes rescinded cases): – For adults between ages 18 and 64, update their ABAWD Screening record as follows: • Screening Type: Intake • Screening Complete: Yes • Begin Date: Date is the Application Date or Beginning Date of Aid as appropriate • Screening Result: Exempt (mark with a Reason(s)) or Mandatory • Save and continue. • Run EDBC for CalFresh. 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. Update: Defect CA-301560 is now targeted for a priority release deployment to Production on Thursday June 25, 2026.

TOPIC	HIGHLIGHTS FOR THE REPORTING PERIOD
	As of 7:00 PM on June 27, 2026, the issue has been resolved with the deployment of Defect CA-301560 on June 25, 2026. Users are no longer experiencing the incorrect hard validation when accepting EDBC. RESOLVED: 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. Update: Defect CA-301342 is now targeted for a priority release deployment to production on Thursday June 25, 2026. As of 7:00 PM on June 27, 2026, the issue has been resolved with the deployment of Defect CA-301560 on June 25, 2026. Users are no longer experiencing the incorrect hard validation when accepting EDBC. RESOLVED: PRB0053690 – As of 11:30 PM on June 18, 2026, Users are experiencing UEID errors when accessing Lobby Reception Dashboard and Lobby Monitor Customer Dashboard. Lobby Monitor Customer Dashboards will not display on any device using the Lobby Monitor Customer dashboard link. County workers will not be able to call Customers using the monitor call button on the Reception Log Detail page. County workers will not be able to access the Lobby Reception Dashboard. This functionality and display will not be available until the issue is resolved. Note: This issue does not impact lobby devices (kiosks and tablets). Details: This issue was introduced by Defect CA-296487 which was deployed into production yesterday, June 18, 2026. The project team is actively investigating the issue. Defect CA-302318 has been created to track the fix for this issue, and an update will be provided when the issue is resolved. As of 10:35 AM on June 19, 2026, the issue has been resolved with the deployment of Defect CA-302318. County workers are no longer experiencing UEID errors when accessing the Lobby Reception Dashboard and Lobby Monitor Customer Dashboard. County workers are advised to restart the browser if they are still receiving a UEID error when accessing the Lobby Reception Dashboard and Lobby Monitor Customer Dashboard. Fix in Progress: PRB0053584 – As of 9:12 AM on April 22, 2026, users are receiving a UEID error when running EDBC for CalWORKS and CalFresh on some cases copied using the Case Copy functionality in the CalSAWS Training Production environment. On the impacted portion of copied cases, users will be unable to run EDBC for CalWORKS and CalFresh in the CalSAWS Training Production environment until the issue

TOPIC	HIGHLIGHTS FOR THE REPORTING PERIOD
	is resolved. The CalSAWS project is actively investigating the issue. Defect CA-301540 has been created to track the fix for this issue, and update will be provided when it is resolved.
Maintenance/ Deployments	06/28/2026: Maintenance – CalSAWS Production Maintenance 06/28/2026: Maintenance – Ad hoc Reporting Database Maintenance 06/26/2026: Maintenance – IAM (ForgeRock) Maintenance 06/25/2026: Deployment – Priority Release 26.06.25 (CHG0060129) 06/21/2026: Deployment – Priority Release 26.06.21 (CHG0060086) 06/20/2026: Deployment – Priority Release 26.06.20 (CHG0060085) 06/19/2026: Maintenance – Imaging (Hyland) Maintenance 06/19/2026: Deployment – Priority Release 26.06.19 (CHG0060080) 06/18/2026: Deployment – Priority Release 26.06.18 (CHG0060018) 06/17/2026: Maintenance – Jira Maintenance
Milestones	- Five (5) Production Deployments during this reporting period. - One Hundred and Seventy-Five (175) 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 E	Network Operations Plan	In DDEL Review	DDEL Review Complete 07/06/2026

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	None		

CATEGORIES	SUBJECT	COUNT	DISTRIBUTION DATE (S)
Scheduled CalSAWS Maintenance	CalSAWS Broadcast >> Scheduled Maintenance >> CalSAWS Jira Maintenance – 06/20/2026, 7:00 AM to 6:00 PM	5	06/18/2026
	CalSAWS Broadcast >> Scheduled Maintenance >> Training Production, Training Staging, CT and PRT Maintenance – 06/18/2026, 8:00 PM to 10:00 PM		06/17/2026
	CalSAWS Broadcast >> Scheduled CalSAWS Maintenance – 06/28/2026, 1:00 PM to 9:30 PM		06/15/2026
	CalSAWS Broadcast >> Scheduled CalSAWS Adhoc Maintenance – 06/28/2026, 12:00 PM to 4:00 PM		06/15/2026
	CalSAWS Broadcast >> Scheduled CalSAWS Maintenance – 06/26/2026, 10:00 PM to 2:00 AM on 06/27/2026		06/15/2026
Scheduled BenefitsCal Maintenance	CalSAWS Broadcast >> Scheduled BenefitsCal Maintenance – 06/25/2026, 8:00 PM to 10:00 PM	2	06/24/2026
	CalSAWS Broadcast >> Scheduled BenefitsCal Maintenance – 06/21/2026, 2:00 AM to 5:00 AM		06/18/2026
Scheduled EBT Maintenance	None		
CalSAWS County Executive Communications	Resolved – CalSAWS County Executive Communication – San Benito County – Hollister Site – Power Outage	4	06/24/2026
	Update – CalSAWS County Executive Communication – San Benito County – Hollister Site – Power Outage		06/24/2026
	New – CalSAWS County Executive Communication – San Benito County – Hollister Site – Power Outage		06/24/2026
	Resolved – CalSAWS County Executive Communication – UEID Errors When Accessing Lobby Reception Dashboard and Lobby Monitor Customer Dashboard		06/19/2026

CATEGORIES	SUBJECT	COUNT	DISTRIBUTION DATE (S)
Issue Notification	Resolved – PRB0053564, PRB0053606, PRB0053561, PRB0053557 Resolved – PRB0053690 --- Resolved – PRB0053706 Update – PRB0053706 New – PRB0053706 --- Resolved – PRB0053690 Update – PRB0053690 Update – PRB0053564, PRB0053606, PRB0053561, PRB0053557 New – PRB0053690 --- New – PRB0053665	10	06/26/2026 06/26/2026 --- 06/24/2026 06/24/2026 06/24/2026 --- 06/19/2026 06/19/2026 06/19/2026 06/19/2026 --- 06/16/2026
Priority Release Requests for Approval	Priority Release 26.06.25 (CHG0060129) Priority Release 26.06.21 (CHG0060086) Priority Release 26.06.20 (CHG0060085) Priority Release 26.06.19 (CHG0060080) Priority Release 26.06.18 (CHG0060018)	5	06/25/2026 06/21/2026 06/20/2026 06/19/2026 06/18/2026
Informational Alert	CalSAWS Informational Alert >> No CalSAWS Batch Operations and Helpdesk Support on 7/4/2026 – Independence Day Holiday Informational Alert – Bitbucket Prod will not be available for upgrade and testing Informational Alert – Oracle WebLogic Patching – Impacted Environments – ONE CalSAWS Informational Alert >> Training Updates Preview Document – June 2026	4	06/19/2026 06/18/2026 06/17/2026 06/15/2026
CalSAWS	Daily Health Report	10	06/26/2026 06/25/2026 06/24/2026 06/23/2026 06/22/2026 06/19/2026 06/18/2026 06/17/2026 06/16/2026 06/15/2026

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
BenefitsCal	BenefitsCal Release 26.06.25	06/25/2026 8:00 PM to 9:30 PM	BenefitsCal will be unavailable during this time.		06/24/2026
BenefitsCal	BenefitsCal Release 26.06.21	06/21/2026 2:00 AM to 06/22/2026 5:00 AM	BenefitsCal will be unavailable during this time.		06/21/2026
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	06/15/2026
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	06/15/2026
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	06/15/2026

3.3 CRFI/CIT Communication Status

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

Table 3.3-1: CITs

CIT ID	SUBJECT	CATEGORY	DISTRIBUTION DATE	PRIMARY CALSAWS CONTACT	BACKUP CALSAWS CONTACT
None					

The following table outlines CalSAWS Requests for Information (CRFI) 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 (CRFI) 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				Merced		

3.4 SIRFRA/SCERFRA Information

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

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

ID	DESCRIPTION	STATUS
SIRFRA 1352	Automation of CDCR's reporting release dates and other member data to counties	Completed
SIRFRA 1382	Medi-Cal Envelope Reopened to add Spanish language to Medi-Cal Env	Completed
SIRFRA 1401	SIRFRA 1401 – Updating Member Address NCOA	Completed
SIRFRA 1409	Print Postage Costs	Completed
SIRFRA 1410	Medi-Cal Telephonic Signature Receipt	Completed
SIRFRA 1430	SB 1289 Call Center Data – General Questions	Completed

ID	DESCRIPTION	STATUS
SIRFRA 1434	SB 1289 – Medi-Cal Call Center Data – Monthly Data	Completed
SIRFRA 1434	Medi-Cal Call Center Data – Amended – Recurring	Recurring
SIRFRA 1440	SIRFRA 1440 – Print/postage/Adobe rendering cost	Completed
SIRFRA 1441	SB 1289 Medi-Cal Call Center Data Fiscal Estimate	Completed
SIRFRA 1442	Print/Postage/Adobe estimates	Completed
SIRFRA 1447	Remaining Counties to opt into Automatic Return Mail Processing	Completed
SIRFRA 1448	Property Insert	Completed
SIRFRA 1453	Automation of Updated Member Address	Completed
SIRFRA 1454	Adult Expansion Freeze Additional Outreach	Completed
SIRFRA 1454	Adult Expansion Freeze – Amended	Completed
SIRFRA 1455	Record Telephonic Signature in CalSAWS	Completed
SIRFRA 1461	Reinstatement of Asset Limit for Pickle	Cancelled
SIRFRA 1462	Cost Estimate for AB 2161	Completed
SIRFRA 1464	SIRFRA 1464 – Data Collection: Sexual Orientation, Gender Identity, and Intersex Status: Disclosure (SB 1114)	Cancelled
SIRFRA 1466	Cost Estimate for SB 1054	Completed
SIRFRA 1467	Cost Estimate for AB 2077	Completed
SIRFRA 1471	Medi-Cal: Dashboard and Outreach (SB 1202)	Completed
SIRFRA 1472	Add TRUV flyer to automatically generated forms: Medi-Cal RE packets, MC 355 and CW 2200	Completed
SIRFRA 1476	SB 1252 California Resident Taxpayer Health Care Coverage	Completed
SIRFRA 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

ID	DESCRIPTION	STATUS
SCERFRA 25-516	SCERFRA 25-516 – CalWORKs Child Support Forms Revision Efforts	Completed
SCERFRA 25-518	SCERFRA 25-518 – Shorter Versions of the Prepopulated SAR 7 Form and SAR 7A	Completed
SCERFRA 25-523	BenefitsCal Income Verification Service	Cancelled
SCERFRA 25-525	BenefitsCal Income Verification Service	Completed
SCERFRA 25-527	Integration of the Work Number	Completed
SCERFRA 25-528	Revised SAR 2	Completed
SCERFRA 25-529	Immunization Forms Revision Efforts (CW 2209)	Completed
SCERFRA 25-530	Termination of Standard Medical Deduction Demonstration Project	Completed
SCERFRA 25-531	ABAWD Form – CF 377.11E	Completed
SCERFRA 25-531	ABAWD Form – CF 377.11E Mass Mailer	Completed
SCERFRA 25-534	CalFresh ROI Enhancement for CalFresh Outreach Network	Completed
SCERFRA 25-535	NOAs for the CW's Special Needs payment	Completed
SCERFRA 25-536	CWS-CARES and CalSAWS Interface	Completed
SCERFRA 25-537	Income and Eligibility Verification System (IEVS) Deceased Persons Match	Cancelled
SCERFRA 25-538	Income and Eligibility Verification System (IEVS) Lottery Match	Cancelled
SCERFRA 25-539	Update the 377.11E CF RE Packet for ABAWDs	Completed
SCERFRA 25-540	Request for Production Simulation Environment to Support FCED API Testing	Completed
SCERFRA 25-904	SCERFRA 25-904 Print/Postage/Adobe Costs	Completed
SCERFRA 25-905	SCERFRA 25-905 Print/Postage/Adobe costs	Completed
SCERFRA 25-915	AB 42 – CalWORKs: CalFresh: Eligibility: Income and Resource Exclusions	Completed
SCERFRA 25-916	AB 1324 – CalWORKs	Completed
SCERFRA 25-918	AB 969 – CalWORKs: Family Violence Option and Gender-based Violence Information	Completed
SCERFRA 25-919	AB 1161 – Public Social Services: State of Emergency or Health Emergency	Completed
SCERFRA 25-920	AB 1402 – Fresh Start Grants: Personal Income Tax Law: Credits	Completed
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

ID	DESCRIPTION	STATUS
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	Completed
SCERFRA 26-520	CAPI Automation in BenefitsCal	Completed
SCERFRA 26-521	ESAP Demonstration Project Removal of 60–64-Year-Old Individuals	Submitted
SCERFRA 26-906	AB 2765 – CalFresh and CalWORKs: Childhood Hunger and Foster Youth	Completed
SCERFRA 26-908	SB 1387 – State Agencies – Collection and Reporting of Demographic Data – Jewish Identity	Cancelled
SCERFRA 26-911	California Antihunger Response and Employment Training Act of 2026 (AB 2299)	Completed
SCERFRA 26-916	AB 1746 – CalWORKs: Childcare Request Forms	Completed
SCERFRA 26-917	SB 1054 – Unemployment Insurance: Reporting Requirements	Completed
SCERFRA 26-918	Public Social Services: Domestic Violence Services (AB 2470)	Completed
SCERFRA 26-919	CalFresh: Federal Government Shutdowns (SB 1077)	Completed
SCERFRA 26-920	SB 961, as amended, Ashby. CalFresh: student eligibility.	Completed
SCERFRA 26-921	SB 1125 – Water Rate Assistance Program	Completed
SCERFRA 26-922	Increase Free Form Text Character Limit on CalFresh Over Issuance Notices	Completed
SCERFRA 26-925	Kinship Family Approval	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

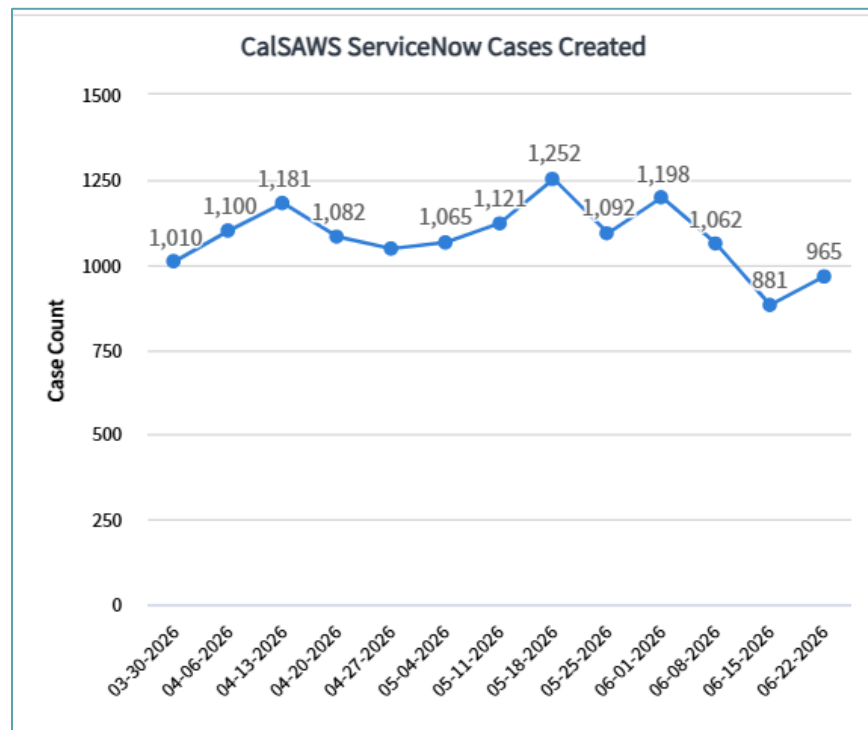


Figure 4.1.1: CalSAWS ServiceNow Cases per Week Created

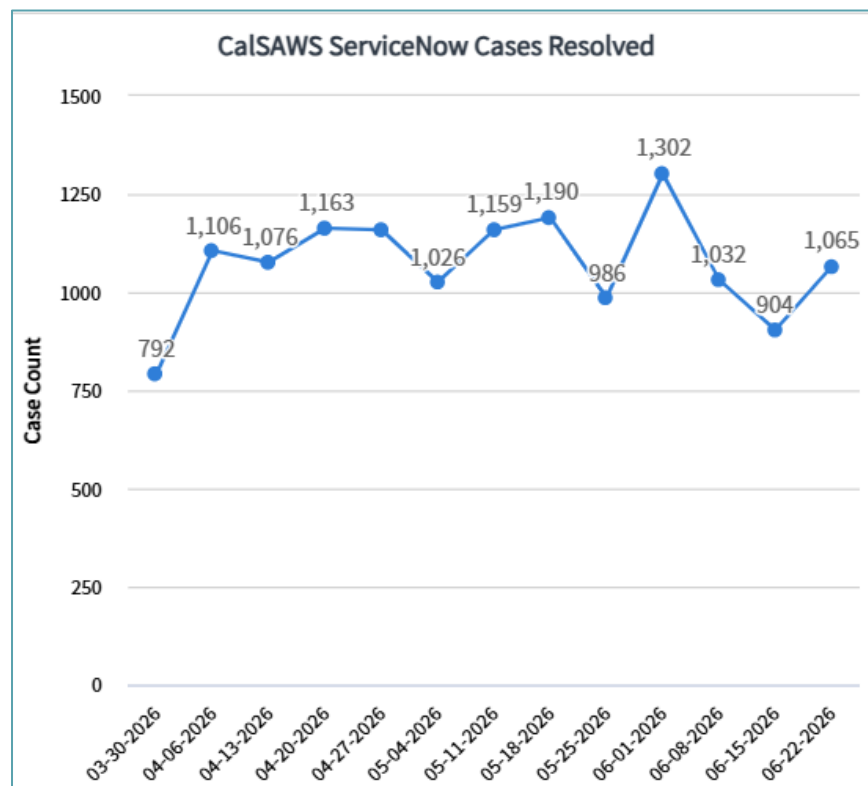


Figure 4.1.1-4.1.2: CalSAWS ServiceNow Cases per Week Resolved

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.

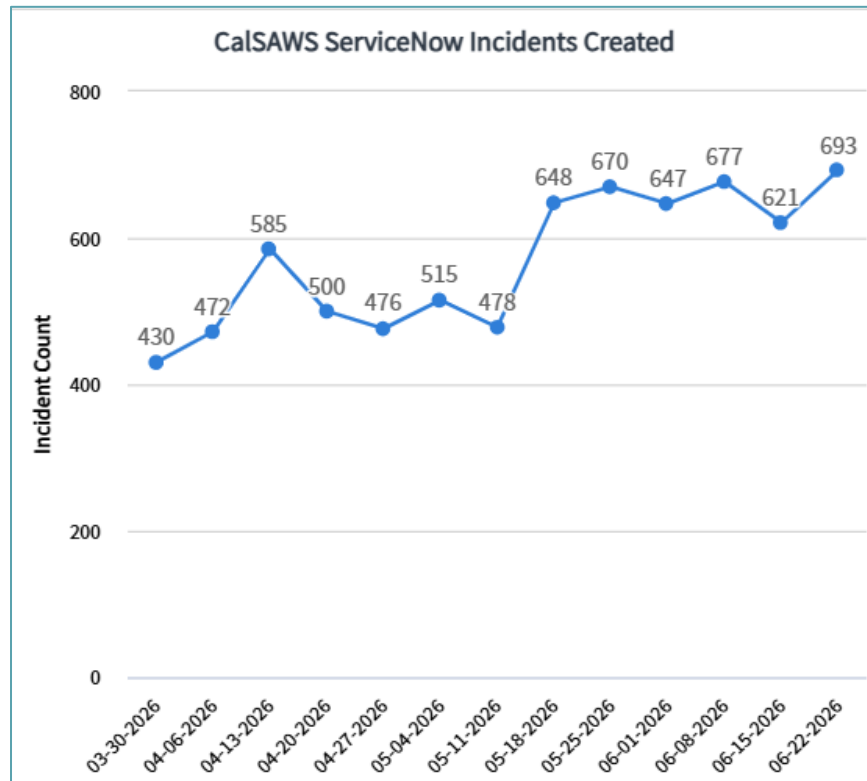


Figure 4.1.3: CalSAWS ServiceNow Incidents Created

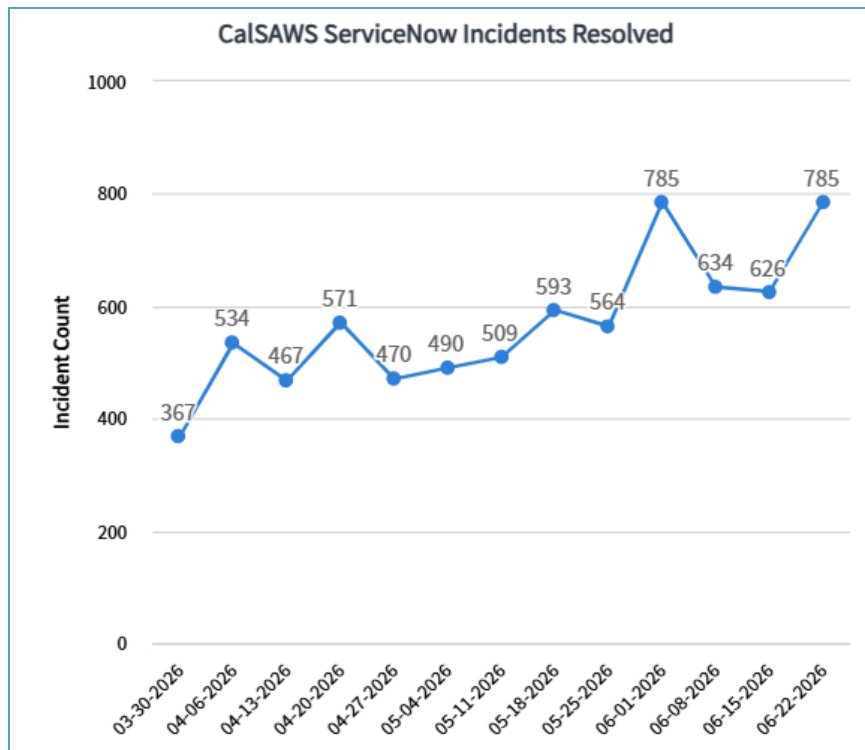


Figure 4.1.1-4.1.4: CalSAWS ServiceNow Incidents Resolved

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.

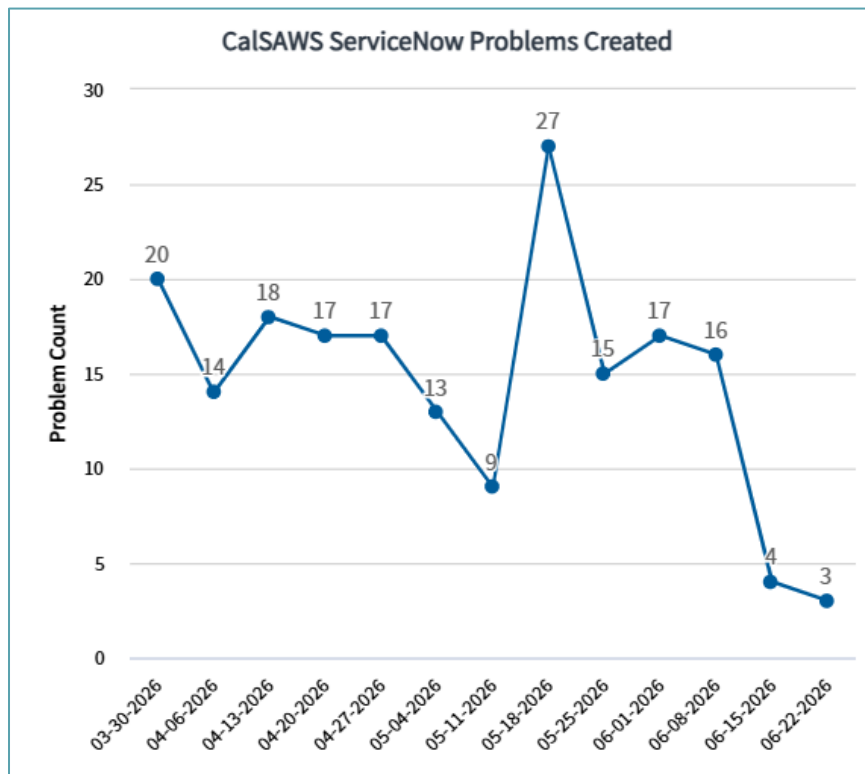


Figure 4.1.1-4.1.5: CalSAWS ServiceNow Problems Created

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.

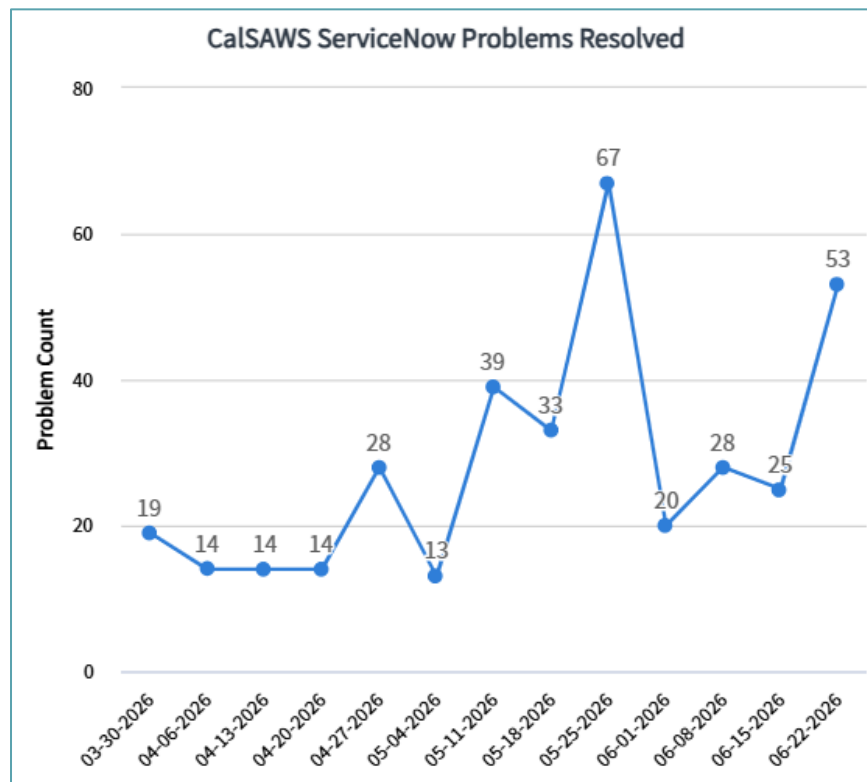


Figure 4.1.1-4.1.6: CalSAWS ServiceNow Problems Resolved

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	4	46	3	3	8	6	7	2	79
IN PROGRESS	1	81	12	15	37	58	71	19	294
ON HOLD	0	44	29	25	92	114	126	55	485
RESOLVED	0	427	381	347	218	55	51	16	1,495
CLOSED	15	8	3	51,621	104,843	18,546	12,810	3,623	191,469
PROBLEM IN DIAGNOSIS	0	0	0	0	0	0	0	1	1
TOTAL	20	606	428	52,011	105,198	18,779	13,065	3,716	193,823

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.

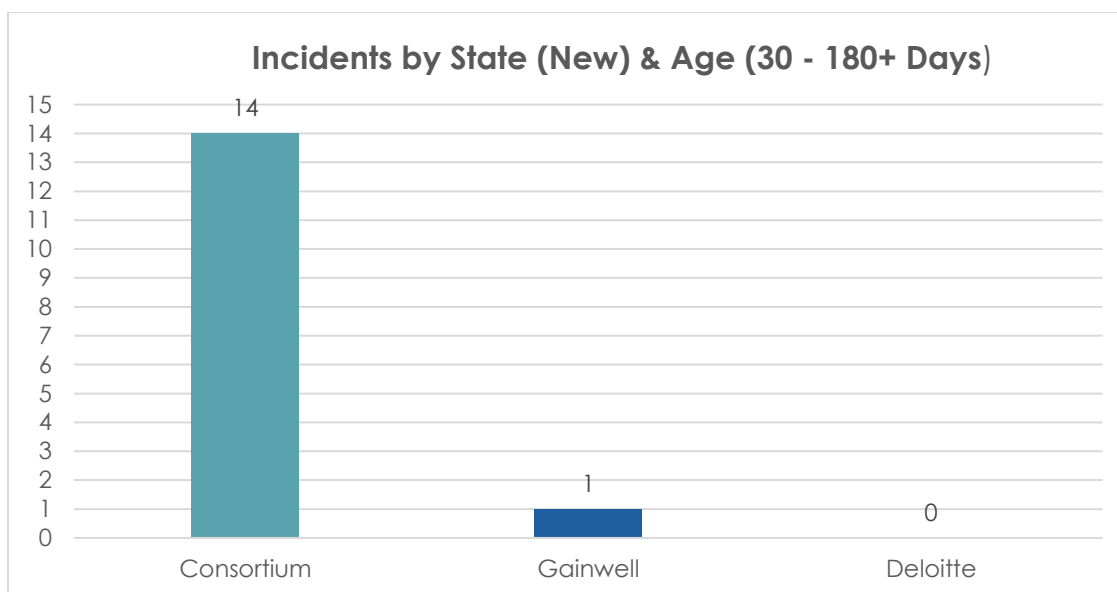


Figure 4.1.1-4.1.7: CalSAWS ServiceNow Incidents by State (New) and Age (30 – 180+ Days)

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

ORGANIZATION	SERVICE DESK INCIDENTS	INFRASTRUCTURE INCIDENTS	TOTAL INCIDENTS
Consortium	14	0	14
Gainwell	1	0	1
Deloitte	0	0	0
Total	15	0	15

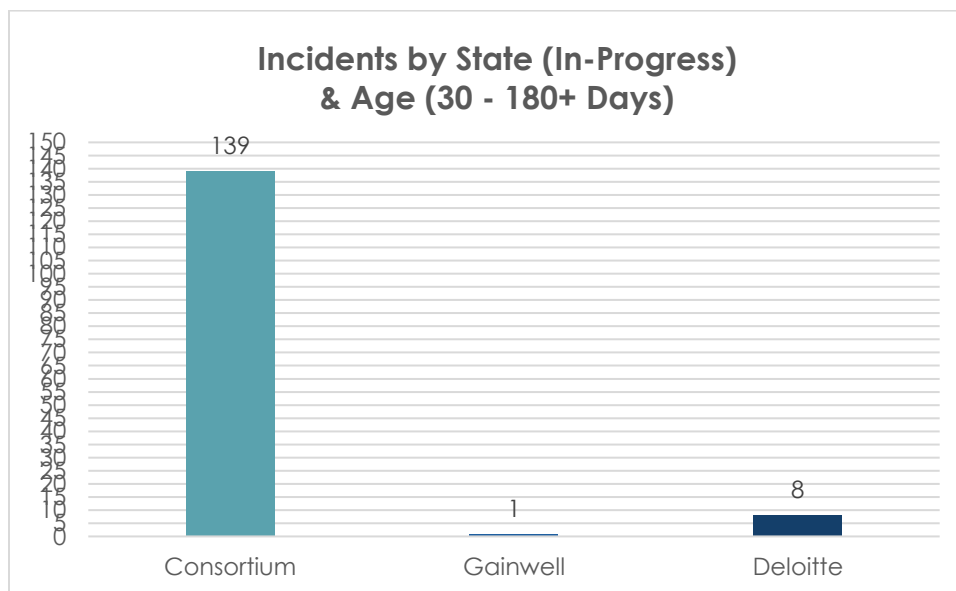


Figure 4.1.1-4.1.8: CalSAWS ServiceNow Incidents by State (In progress) and Age (30 – 180+ Days)

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

ORGANIZATION	SERVICE DESK INCIDENTS	INFRASTRUCTURE INCIDENTS	TOTAL INCIDENTS
Consortium	139	0	139
Gainwell	0	1	1
Deloitte	8	0	8
Total	147	1	148

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

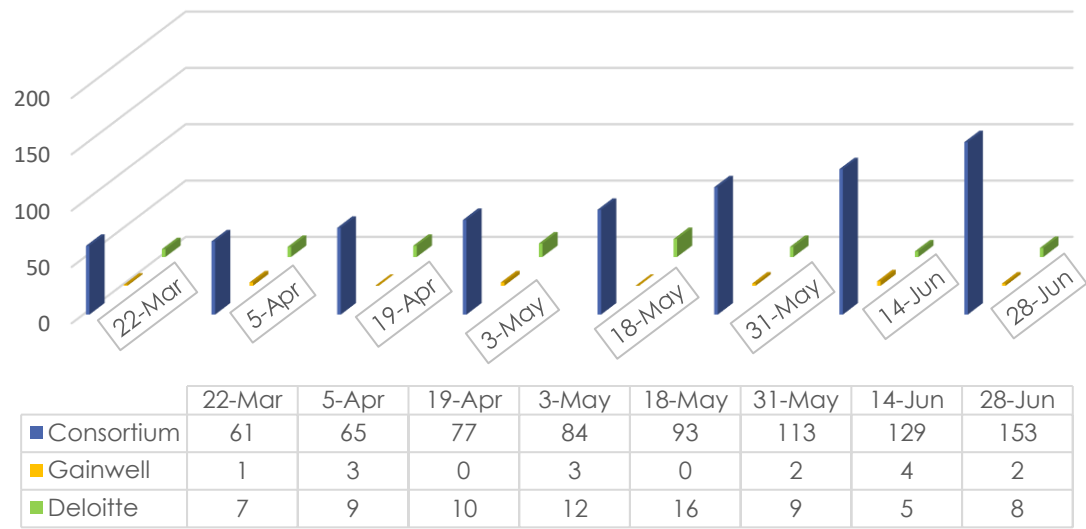


Figure 4.1.1-4.1.9: Aging Incident Backlog

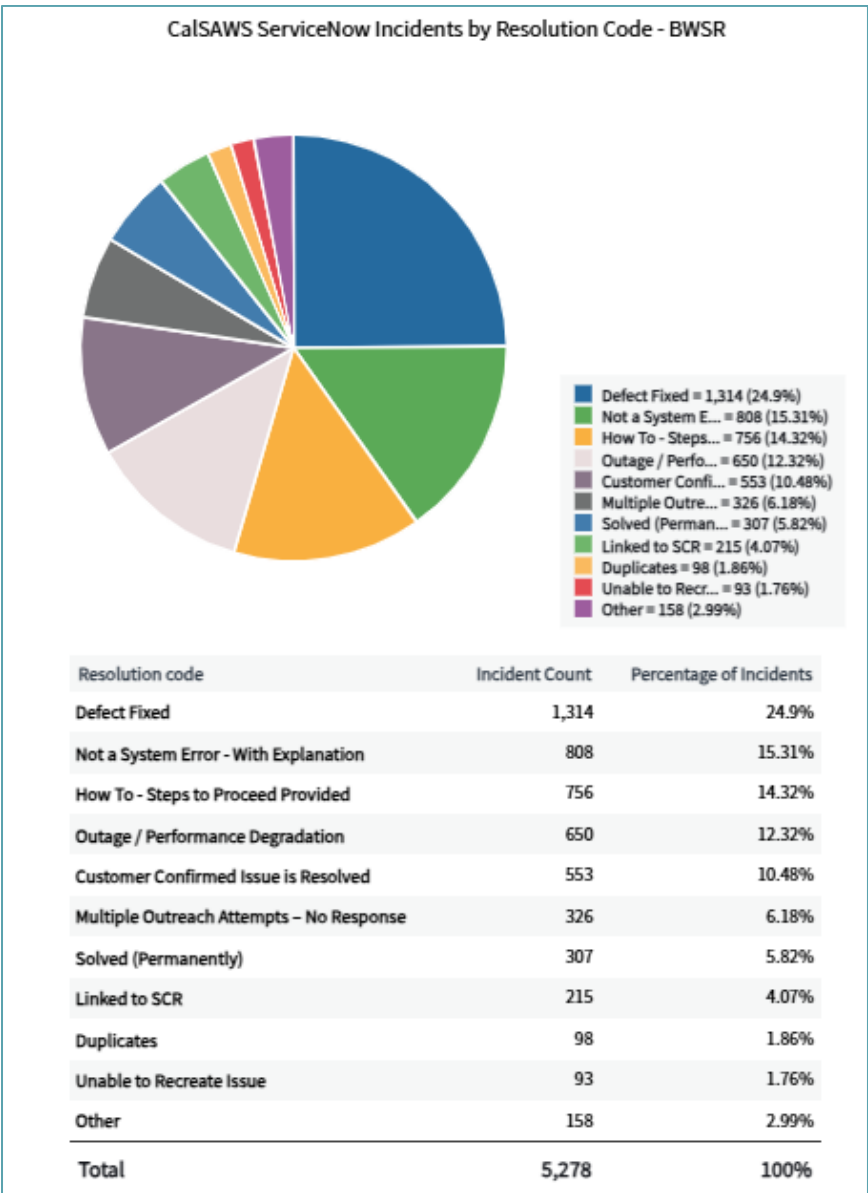


Figure 4.1.10: CalSAWS ServiceNow Incidents by Resolution Code

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

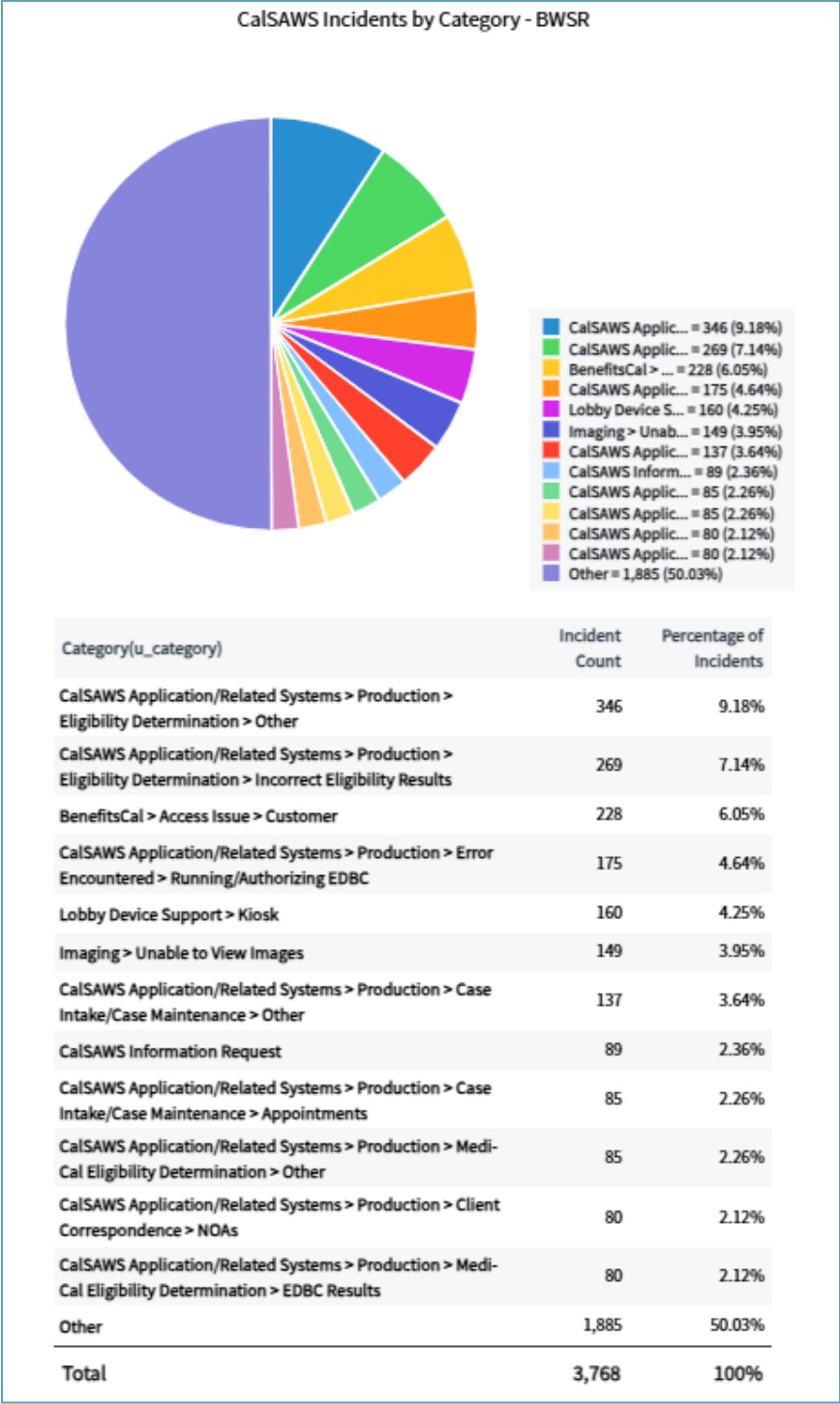


Figure 4.1.11: CalSAWS ServiceNow Incidents Created by Category

Note: The pie chart above represents Incidents by Category created within the past two (2) months. The 1,885 listed as “Other” are for selected categories that had less than 80 incidents. Please view the CalSAWS Incidents by Category Breakdown report to see a complete list of all categories selected for the 3,768 incidents.

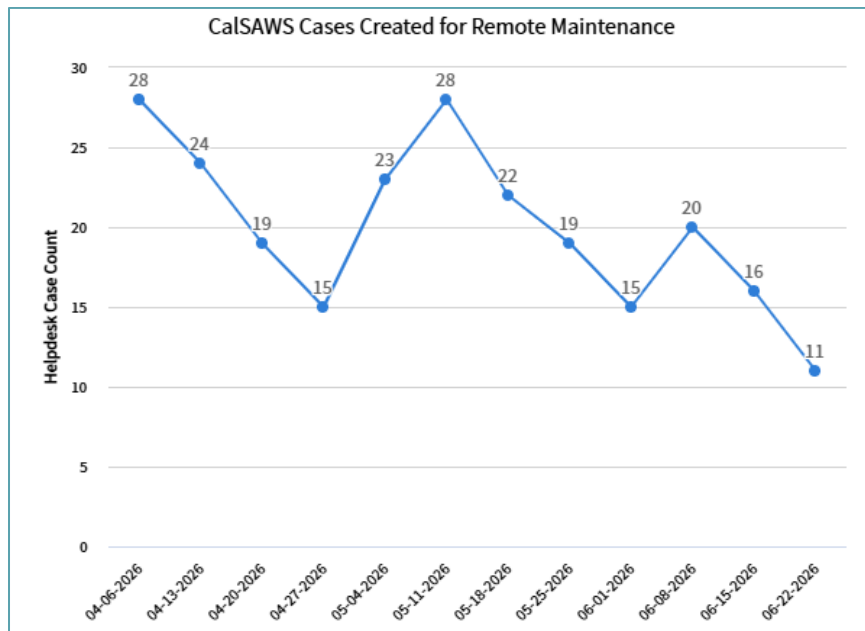


Figure 4.1.12: CalSAWS ServiceNow Cases Created for Remote Maintenance

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 month-to-date (MTD) is 99.94%.

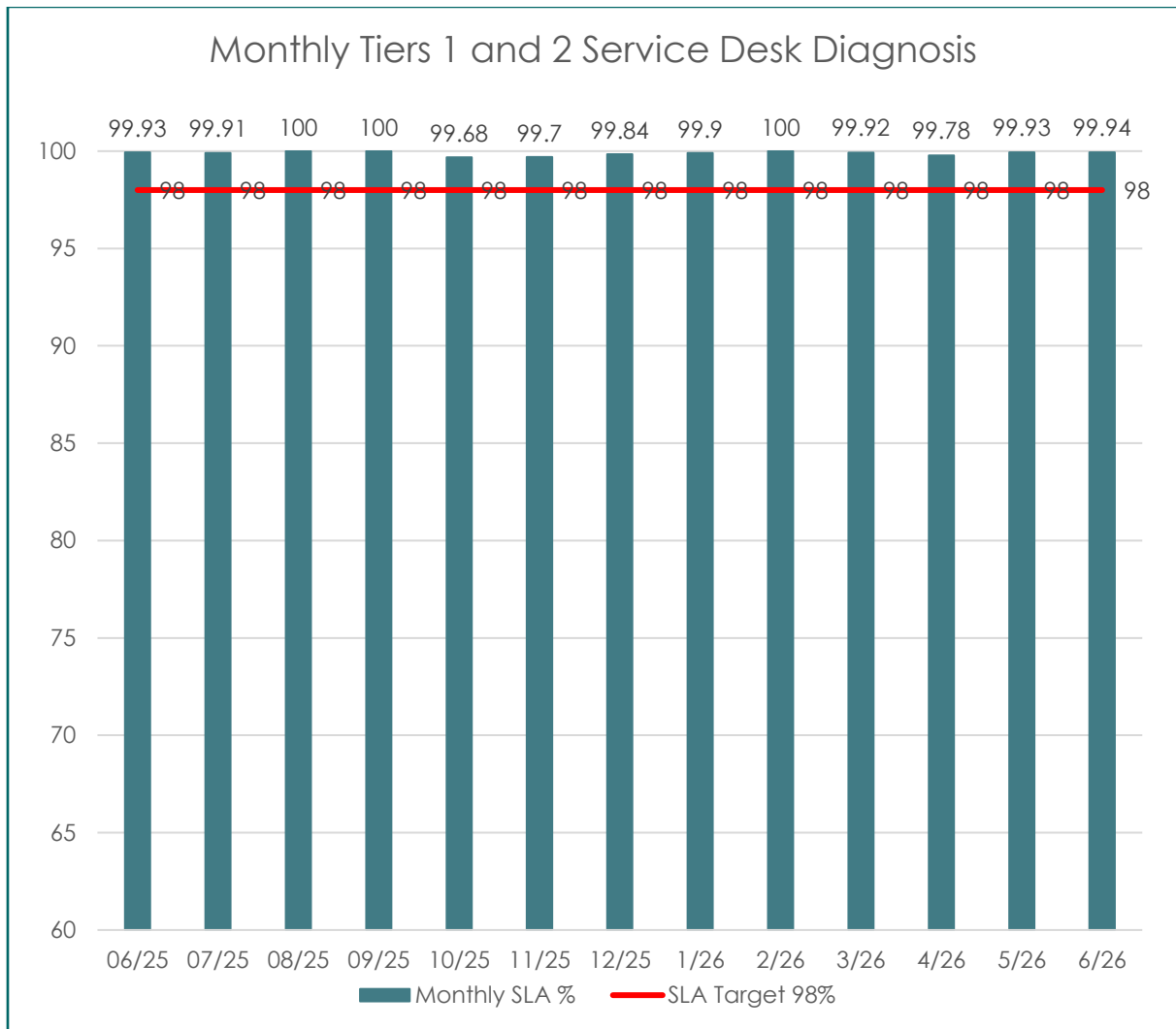


Figure 4.1.13: CalSAWS Monthly Tiers 1 and 2 Service Desk Diagnosis SLA Compliance

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

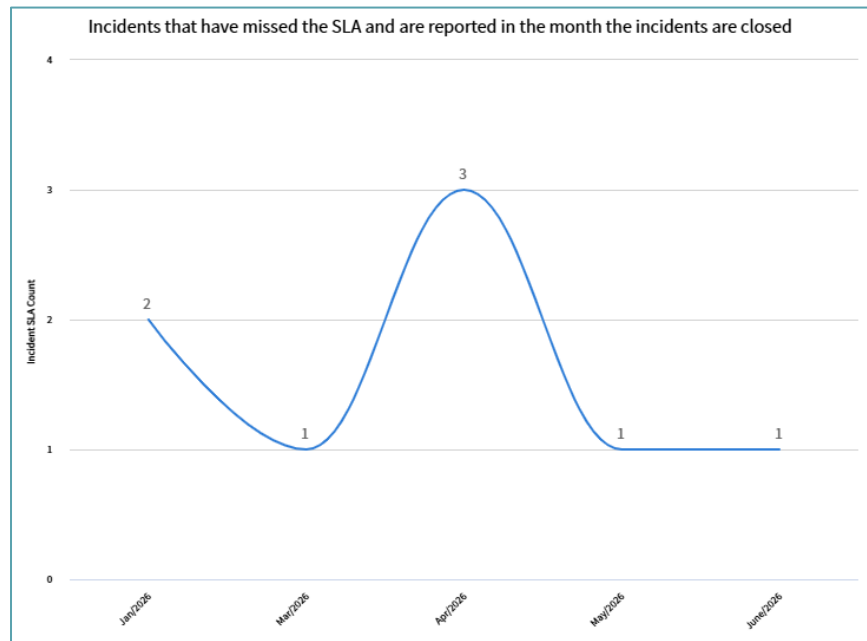


Figure 4.1.14: Incidents that have missed the Service Level Agreement (SLA) in their respective months

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.

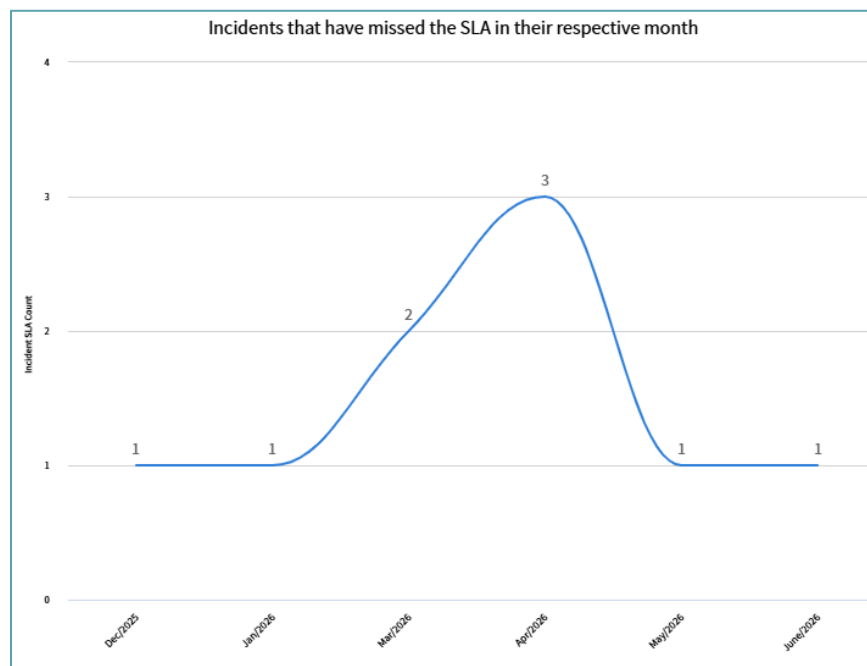


Figure 4.1.15: Incidents that have missed the SLA and reported in the month incidents are closed.

4.1.2 BenefitsCal Technical Service Desk Metrics

Information related to the BenefitsCal Technical Service Desk follows.

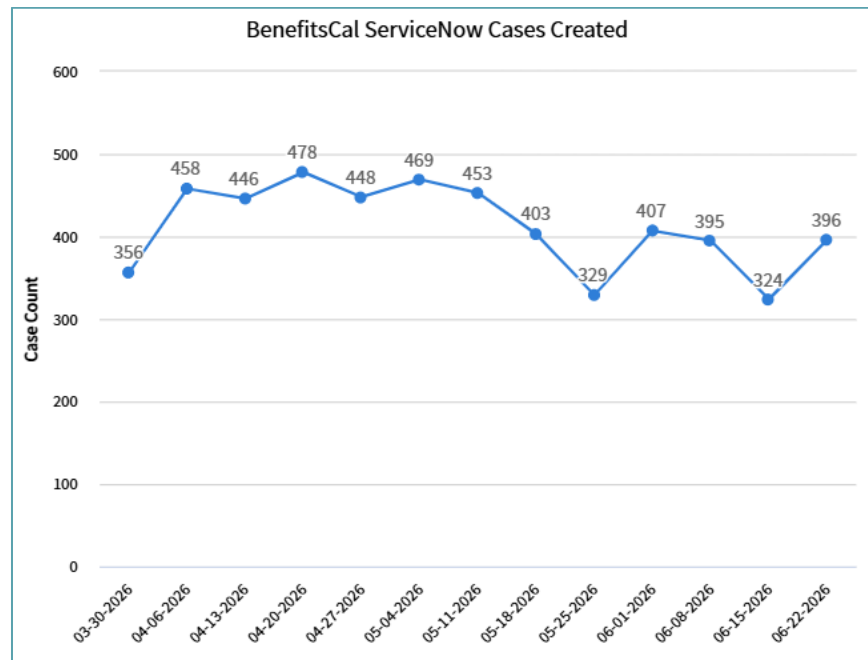


Figure 4.1.2-4.1.16: BenefitsCal ServiceNow Cases Created

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.

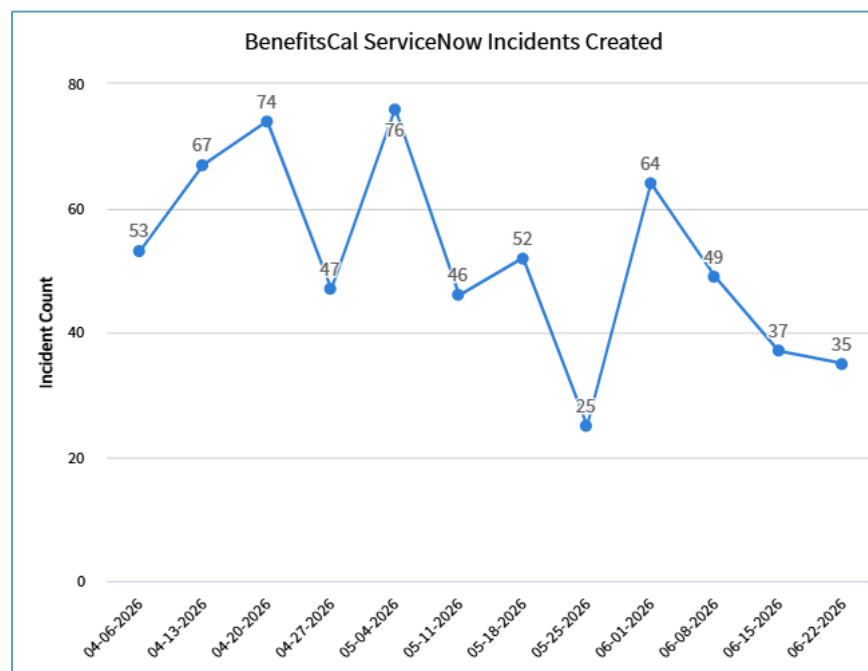


Figure 4.1.2-4.1.17: BenefitsCal ServiceNow Incidents Created

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.

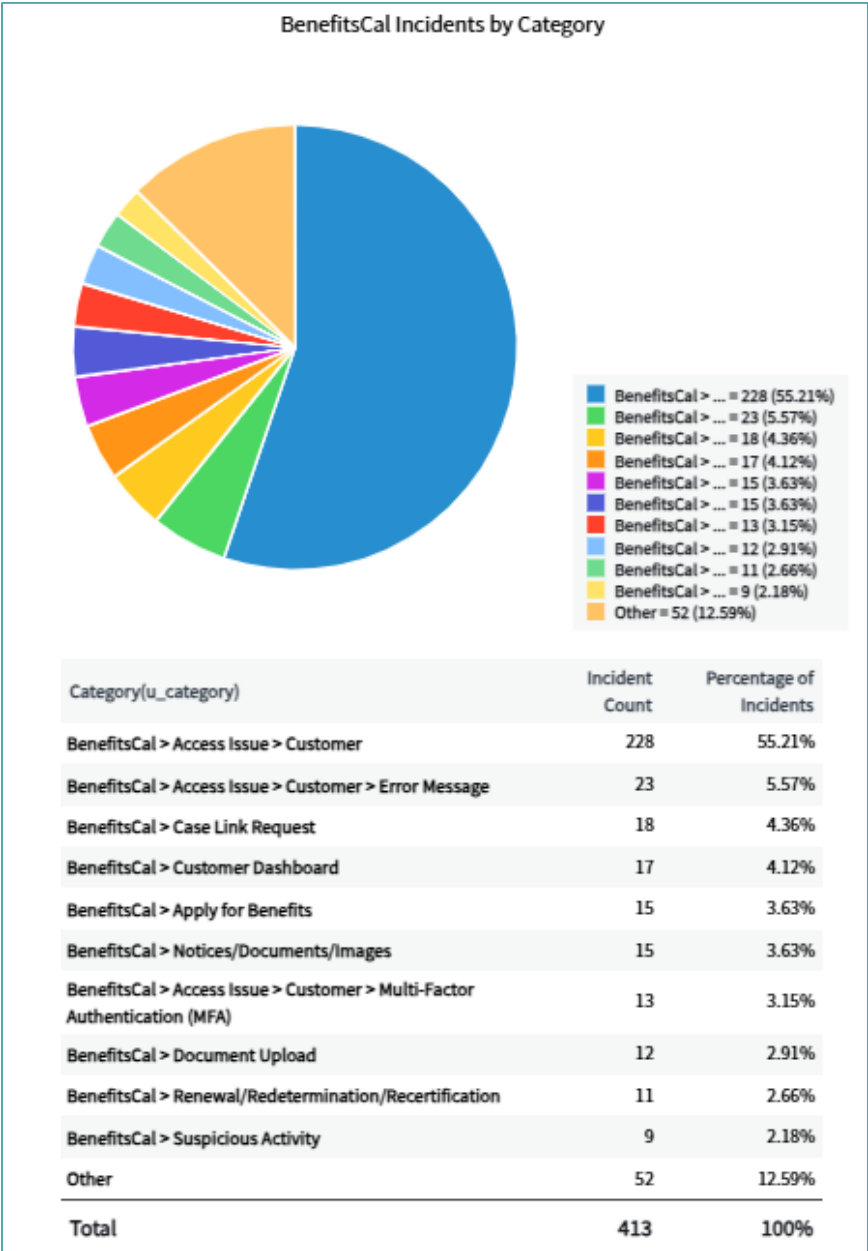


Figure 4.1.2-4.1.18 BenefitsCal ServiceNow Incidents Created by Category

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

The following table lists the open Root Cause Analysis (RCA).

Table 4.1.3-1: In Progress RCAs

RCA #	DESCRIPTION	INCIDENT DATE	TEAM
385	Calabrio Screen Recordings Not Showing	08/06/2025	External – Calabrio
416	Production Jira accessible without VPN	04/07/2026	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	16
Infra DBA	1
Infra Imaging	1
Infra Middleware	1
Infra ServiceNow	14
Infra Tech Ops	1
Infra Tools	1
Total	37

Table 4.2-2: Infrastructure Production Defects

Jira ID	Created	Infra Team	Description	Status
NOW-1514	6/25/2026	Infra ServiceNow	System auto-Cancelling already cancelled RITM	Documenting
CA-302434	6/24/2026	Infra Contact Center	eCCP – Contact History Search populating all calls	Assigned
CA-302150	6/17/2026	Infra Contact Center	26.06.11 Snyk Scan – ca_connect_eccp_frontend	Test Complete
CA-302110	6/16/2026	Infra Contact Center	26.06.11 Snyk Scan – ca_connect_eccp_backend	Test Complete

Jira ID	Created	Infra Team	Description	Status
CA-302108	6/16/2026	Infra Contact Center	26.06.11 Snyk Scan – ca_ivr_legacy	System Test
CA-302024	6/15/2026	Infra Contact Center	26.06.11 Snyk Scan – ca_ivr	Test Complete
CA-302005	6/15/2026	Infra Contact Center	26.06.11 Snyk Scan – ca_connect_lambda	Test Complete
CA-301956	6/12/2026	Infra Contact Center	Santa Clara – Authenticated CalFresh calls routed to a wrong Medi-Cal queue	Assigned
CA-301761	6/8/2026	Infra Contact Center	Ventura County welcome bot routing for MediCal Combo – Professional Recordings	Test Complete
CA-301702	6/5/2026	Infra Contact Center	Los Angeles – eCCP logging agents back in after logout	System Test
NOW-1503	6/1/2026	Infra ServiceNow	Dashboards NEXT Interface issue	Documenting
CA-301447	5/28/2026	Infra Contact Center	Chat transcript does not display in eCCP	Test Complete
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	System 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 2 nd time	Assigned
NOW-1497	4/23/2026	Infra ServiceNow	Defect: Resource Change Form subtask assignment	To Do
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	Closure Validation and Edit Restrictions for Closed – RITMs & 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

Jira ID	Created	Infra Team	Description	Status
NOW-1474	2/25/2026	Infra ServiceNow	Incidents on hold without hold reason (System should prevent)	Documenting
CA-297958	2/19/2026	Infra Cloud Ops	FIS (Food and cash) Files were completed late on 02/18/2026	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-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

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
6/15/26	6/15/26	Upgrade Qlik Sense Sandbox Repository PostgreSQL from 16.9 to 16.14
6/15/26	6/16/26	STANDARD – Weekly AWS AMI 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	6/15/26	End of life UPS Replacement at 33338-Riverside, 65753 Pierson Blvd, Desert Hot Springs, CA 92240
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	ECR – Create Amazon Quick User Profile
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: San Mateo County
6/15/26	6/15/26	TPx (ISP Vendor) Juniper firmware upgrade: Trinity County
6/15/26	6/15/26	TPx (ISP Vendor) Juniper firmware upgrade: Merced 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: Stanislaus County
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: Monterey County
6/16/26	6/16/26	TPx (ISP Vendor) Juniper firmware upgrade: Plumas County
6/17/26	6/23/26	ECR: Security Patch of 2026-Q2 in non-prod coreapp-development to fix the critical vulnerabilities
6/17/26	6/26/26	Fix IAC vulnerabilities associated with coreapp-development
6/17/26	6/19/26	Fix IAC vulnerabilities associated with coreapp-staging
6/17/26	6/18/26	Update Web site cert (lms.calsaws.net) in PROD
6/17/26	6/24/26	LCA Call Summarization deployment for San Francisco County Training account
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	6/24/26	LCA Call Summarization deployment for Marin county Training account
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)

DATE (s)		ACTIVITY DESCRIPTION
6/17/26	6/24/26	LCA Call Summarization deployment for Sanmateo county Training account
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	6/17/26	End of life UPS Replacement at 36011–San Bernardino, 9655 9th Ave Hesperia, CA 92345
6/17/26	6/22/26	Create New WDTIP lambda for remaining Environments in coreapp-development account for 26.07 SCR CA-295024 SCATL Invalid Aid Code Validation
6/17/26	6/19/26	Create Lambda function to update metadata in chat history table in contact center nonprod accounts
6/17/26	6/21/26	Upgrade ATST-META2-RHEL8 instance type to r8i.2xlarge in coreapp-development
6/17/26	6/19/26	Fix IAC vulnerabilities associated with analytics-development
6/17/26	6/23/26	Oracle Managed Service & Oracle Enterprise Manager Agent Upgrade from 13.5 to 24.1 for Devoem1-RHEL8 in coreapp-production-tools
6/17/26	6/17/26	End of life UPS Replacement at San Bernardino, Multiple Sites
6/17/26	6/19/26	Enable KMS Encryption for Inbound Texting Kinesis SMS Stream (coreapp-staging)
6/17/26	6/19/26	Cleanup benefitscaldev.com in workspaces-benefitscal-egress-whitelist group of workspaces-development-offshore account
6/17/26	6/19/26	Enable KMS Encryption for Inbound Texting Kinesis SMS Stream (coreapp-development)
6/17/26	6/19/26	Whitelist UAT Equifax URL for offshore workspaces (#248969292625)
6/17/26	6/19/26	Enable encryption with CMK for "guardduty-malware-protection-alerts" SNS Topics (339650810458)
6/17/26	6/19/26	Enable encryption with CMK for "guardduty-malware-protection-alerts" SNS Topics (650244008899)
6/17/26	6/19/26	Upgrade Java in Analytics-production for batperf2 and Stage job servers (303420442075)
6/17/26	6/22/26	Upgrade Contact Center RDS Aurora MySQL Database to 3.10.3 Version in Training account
6/17/26	6/19/26	Update the "quicksight:UpdateUser" permission to CrossAccountQuickSightAdminRole – Nonprod
6/17/26	6/17/26	STANDARD – Weekly Linux Environment Patching – Wednesday 18:30 – 22:30 (June 17)
6/17/26	6/17/26	CIS 4385 Removing Stale Local Account
6/17/26	6/18/26	Allow Apex WebServer traffic through F5 for stg-adhoc-reports access
6/17/26	6/26/26	Enable connectivity from Dynatrace Active gate to CalSAWS, Qlik, and NPrinting

DATE (s)		ACTIVITY DESCRIPTION
6/17/26	6/17/26	TPx (ISP Vendor) Juniper firmware upgrade: Yolo County
6/17/26	6/19/26	Update the Adobe-prefix-list with new Adobe IP's
6/17/26	6/17/26	Per CIS CID 4427 Recommendation, disabling Proxy ARP on Cisco Devices
6/17/26	6/17/26	TPx (ISP Vendor) Juniper firmware upgrade: Amador County
6/17/26	6/19/26	Create DynamoDB Table and Update Memory Size to ForgeRock Lambda function
6/17/26	6/19/26	Allow new Adobe IPs via Global Protect VPN
6/17/26	6/17/26	TPx (ISP Vendor) Juniper firmware upgrade: LA POP (backup)
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: Imperial County
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: Glenn County
6/17/26	6/19/26	Address SNSTopic Reply Text Functionality (coreapp-prod)
6/17/26	6/17/26	TPx (ISP Vendor) Juniper firmware upgrade: Inyo County
6/17/26	6/17/26	Per CiS control id 4376 – Exec banner needs to be reimplemented on 15009sw001
6/18/26	6/24/26	Standard Change: ForgeRock Testing in SandBox Environment 26.06.18-26.06.24
6/18/26	6/23/26	Upgrade BicSuite AT environment to Zope5 and upgrade Python to newer version
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	6/21/26	ECR: Security Patch of 2026-Q2 in non-prod coreapp-training to fix the critical vulnerabilities
6/18/26	6/21/26	ECR: Security Patch of 2026-Q2 in non-prod coreapp-staging to fix the critical vulnerabilities
6/18/26	6/21/26	ECR: Security Patch of 2026-Q2 in non-prod coreapp-county to fix the critical vulnerabilities
6/18/26	6/18/26	STANDARD – Weekly Linux Environment Patching – Thursday 18:30 – 20:30 (June 18)
6/18/26	6/18/26	CalSAWS Priority Release 26.06.18
6/18/26	6/18/26	TPx (ISP Vendor) Juniper firmware upgrade: San Benito County
6/18/26	6/18/26	Add CA-Signed SSL Certificates to Cisco ASA Web Interfaces
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

DATE (s)		ACTIVITY DESCRIPTION
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: Contra Costa 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: Nevada County
6/18/26	6/18/26	TPx (ISP Vendor) Juniper firmware upgrade: Mono County
6/18/26	6/18/26	Update CA-Signed SSL Certificates to Cisco WLC Web Interfaces
6/18/26	6/21/26	ECR: PROD and DR: Security Patch of 2026-Q2 in coreapp-prod (PROD and DR) to fix the critical vulnerabilities
6/19/26	6/23/26	Upgrade Qlik Sense Dev/Test Repository PostgreSQL from 16.9 to 16.14
6/19/26	6/19/26	ECR: Rollback the 26.06.18 changes to related to lobby services
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: Yuba County
6/19/26	6/22/26	Fix IAC vulnerabilities associated with coreapp-training
6/19/26	6/22/26	Fix IAC vulnerabilities associated with coreapp-prod
6/19/26	6/22/26	Fix IAC vulnerabilities associated with analytics-production-la
6/19/26	6/22/26	Fix IAC vulnerabilities associated with analytics-production
6/19/26	6/22/26	Fix IAC vulnerabilities associated with coreapp-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: Sutter 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: Tuolumne County
6/19/26	6/19/26	TPx (ISP Vendor) Juniper firmware upgrade: Tulare County
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	Jira Aurora Postgres RDS database upgrade from Postgres version 16.10 to 17.9 in coreapp-production-tools (#271562797580)
6/20/26	6/23/26	Replace Cisco Nexus N9K-C93180YC-EX Switches with New Cisco Nexus N9348Y2C6D-SE1U Switches at LA3(Backup data center)
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)

DATE (s)		ACTIVITY DESCRIPTION
6/22/26	6/23/26	STANDARD – Weekly AWS AMI creation Change and Security Updates – Monday (June 22)
6/22/26	6/22/26	Standard Change: ForgeRock DEV DR Release 26.06.22
6/23/26	6/23/26	Standard Change: CalSAWS (Wordpress) Lower Environment Website Update
6/23/26	6/23/26	End of life UPS Replacement at 13001–Imperial, 2995 S 4Th St, El Centro, CA 92243
6/23/26	6/23/26	End of life UPS Replacement at 32001–Plumas, 270 County Hospital Rd Quincy, CA 95971
6/23/26	6/23/26	STANDARD – Weekly Linux Environment Patching – Tuesday 18:30 – 21:00 (June 23)
6/23/26	6/24/26	Apply the latest Linux patches to GAGR Dev-Test (June)
6/24/26	6/26/26	Riverside County IOS Upgrade for County Cisco device from IOS current version 17.15.04d to 17.15.05
6/24/26	6/26/26	Implement GuardDuty malware protection for docrepo S3 buckets (Coreapp-County)
6/24/26	6/24/26	End of life UPS Replacement at 33333-Riverside, 1225 W Hobsonway, Blythe, CA 92225
6/24/26	6/26/26	Remediate the Cached Logon Credential vulnerability on Lobby KIOSK devices through Microsoft Intune.
6/24/26	6/24/26	End of life UPS Replacement at 22005-Mariposa,5362 Lemee Ln, Mariposa, CA 95338
6/24/26	6/26/26	Implement GuardDuty malware protection for docrepo S3 buckets (Coreapp-Training)
6/24/26	6/26/26	Whitelist URLs for offshore DBA workspaces to access oraclecloud.com as part of RITM0112860
6/24/26	6/26/26	Decom AT9 RDS, S3 and Secret in Analytics Development
6/24/26	6/26/26	Reconfigure and Setup Cloud Management Gateway (CMG) for county workstations.
6/24/26	6/26/26	Create Scheduler to trigger "AWS GLUE ETL Jobs" in Sharedfunctions Account – Nonprod
6/24/26	6/26/26	Resolve Terraform Drift in Workspace orl_analyticscounty_nonprodla_vpc
6/24/26	6/26/26	Create eCCP Lambda "getChatTranscripts" in all the contact center nonprod account
6/24/26	6/24/26	End of life UPS Replacement at 06001–Colusa, 251 E Webster St, Colusa, CA 95932
6/24/26	6/26/26	Remediate the Allowed Null Session vulnerability on Lobby KIOSK devices through Microsoft Intune.
6/24/26	6/25/26	Apply the latest Linux patches to GAGR Perf – June

DATE (s)		ACTIVITY DESCRIPTION
6/24/26	6/24/26	STANDARD – Weekly Linux Environment Patching – Wednesday 18:30 – 22:30 (June 24)
6/24/26	6/26/26	Add IAM permission PROD and DR Ansible to modify its own EC2 metadata settings in coreapp-prod (#851725240334)
6/24/26	6/26/26	Create Lambda function to update metadata in chat history table in contact center prod accounts
6/24/26	6/25/26	Enable Logging for JIRA Application LoadBalancer in Production environment
6/24/26	6/26/26	Create a new API path for PortalService – Prod/DR
6/24/26	6/26/26	Upgrade apps in Splunk Cloud to the latest versions, in preparation for upgrade of cloud instance to Splunk 10.4
6/24/26	6/26/26	Updated the "quicksight:UpdateUser" permission to CrossAccountQuickSightAdminRole – Prod
6/24/26	6/24/26	Turn on Antivirus Security Setting by updating setting in Group Policy
6/25/26	6/26/26	Security & Risk Training SSO Integration
6/25/26	6/26/26	Safelisting 'Ips' Security Simulation
6/25/26	6/26/26	Integrating SANS tool with Entra.
6/25/26	6/26/26	GA/GR Exstream Flexnet Publisher License Software Version Update – Non-Prod
6/25/26	6/25/26	Standard Change: ForgeRock AT Release 26.06.25
6/25/26	6/25/26	Standard Change: CalSAWS (WordPress) Production Website Plugin Updates
6/25/26	6/25/26	Standard Change: ForgeRock Staging Environment Build 26.06.25
6/25/26	6/25/26	Remove cachedlogon settings from multiple GPOs
6/25/26	6/25/26	STANDARD – Weekly Linux Environment Patching – Thursday 18:30 – 20:30 (June 25)
6/25/26	6/26/26	Apply the latest Linux patches to GAGR UAT/TRN – June
6/25/26	6/25/26	CalSAWS Priority Release 26.06.25
6/25/26	6/25/26	As part of ServiceNow Release 26.06.25 – we are implementing NOW-1503, 1505,1508 & 1509
6/25/26	6/25/26	TPx (ISP Vendor) Juniper firmware upgrade: LA POP Primary
6/25/26	6/25/26	TPx (ISP Vendor) Juniper firmware upgrade: LA3 Xchange
6/25/26	6/25/26	TPx (ISP Vendor) Juniper firmware upgrade: Orange County
6/25/26	6/25/26	TPx (ISP Vendor) Juniper firmware upgrade: San Bernardino County
6/25/26	6/25/26	TPx (ISP Vendor) Juniper firmware upgrade: San Diego County
6/25/26	6/25/26	ServiceNow Release 26.06.25 – Incident Watchlist and GenAI Template Changes
6/25/26	6/25/26	ServiceNow Release 26.06.25

DATE (S)		ACTIVITY DESCRIPTION
6/25/26	6/25/26	Per CiS control id 4421 – Unicast Reverse_Path forwarding needs to be implemented on 15009sw002
6/25/26	6/25/26	Per CiS control id 4406 recommendation, adjusting devices log buffer size.
6/26/26	6/28/26	Windows Server Updates – June 2026
6/26/26	6/26/26	Standard Change: ForgeRock AT DR Release 26.06.26
6/26/26	6/26/26	Standard Change: ForgeRock Dev Release 26.06.26
6/26/26	6/26/26	STANDARD – Weekly Linux Environment Patching – Friday 18:30 –22:30 (June 26)
6/26/26	6/28/26	Windows Server Updates – June 2026
6/26/26	6/26/26	Monthly Equinix LA-3 OS patching – June 26
6/26/26	6/27/26	Security Production Release 26.06.26
6/27/26	6/27/26	Upgrade Contact Center RDS Aurora MySQL Database to 3.10.3 Version in production account
6/27/26	6/27/26	STANDARD – Weekly Linux Environment Patching – Saturday 13:30 – 23:00 (June 27)
6/27/26	6/28/26	Monthly Production Database Linux OS Patching – June
6/28/26	6/28/26	Update Dynatrace ActiveGate agent to current version.
6/28/26	6/28/26	Security DR Production Release 26.06.28
6/28/26	6/28/26	Terminate ForgeRock PROD Non-Live Stack EC2 Instances
6/28/26	6/28/26	NTP servers ami refresh in shared services – June 28
6/28/26	6/28/26	Monthly Instance refresh for AutoScale SMTP – June 28
6/28/26	6/28/26	Monthly Equinix SV-1 OS patching – June 28
6/28/26	6/28/26	Monthly Patching – cPROD-Confluent – June 28
6/28/26	6/28/26	Apply the latest Linux patches to GAGR PROD/DR – June
6/28/26	6/28/26	PAN-OS Upgrade for Palo Alto Firewalls and Panorama Supporting Partner Connected Services

Table 4.3.1-2: CalSAWS Upcoming Maintenance

DATE (S)		ACTIVITY DESCRIPTION
6/29/26	6/30/26	STANDARD – Weekly AWS AMI creation Change and Security Updates – Monday (June 29)
6/29/26	6/29/26	Standard Change: ForgeRock DEV DR Release 26.06.29
6/30/26	6/30/26	Standard Change: CalSAWS (Wordpress) Lower Environment Website Update
6/30/26	6/30/26	STANDARD – Weekly Linux Environment Patching – Tuesday 18:30 – 21:00 (June 30)
7/1/26	7/3/26	Delete unused bastion host Security Group – OCAT DEV, TEST
7/1/26	7/1/26	Standard Change: ForgeRock Staging Environment Build 26.07.01
7/1/26	7/1/26	Standard Change: ForgeRock AT Release 26.07.01

DATE (S)		ACTIVITY DESCRIPTION
7/1/26	7/3/26	Standardizing WDTIP feature enablement through the WDTIP flag in coreapp-development
7/1/26	7/3/26	Consolidate the IAM roles into groups for better management
7/1/26	7/3/26	Update Jenkins Coreapp-Dev Config for new Maven Installation 3.9.16
7/1/26	7/3/26	FTP Server adjustments for sgm_coreappunmasked_staging_shared
7/1/26	7/2/26	San Francisco County IOS Upgrade for County Cisco device from IOS current version 17.15.04 to 17.15.05 (Primary Devices)
7/1/26	7/1/26	STANDARD – Weekly Linux Environment Patching – Wednesday 18:30 – 22:30 (July 1)
7/1/26	7/2/26	Add CA-Signed SSL Certificates to AWS-WEST-PE-FW001 and AWS-WEST-PE-FW002 Palo Alto Firewall Platforms
7/1/26	7/1/26	Per CIS Control ID 8602 To configure server key setting for NTP servers
7/1/26	7/1/26	Upgrade Devoem1-RHEL8 instance type to r8i.2xlarge in coreapp-production-tools
7/1/26	7/3/26	Consolidate the IAM roles into groups for better management
7/1/26	7/1/26	Per CIS Control ID 4414 To disable the ip source-route
7/1/26	7/3/26	Upgrade PR-OEM1 instance type to r8i.2xlarge in coreapp-prod
7/1/26	7/1/26	TPx (ISP Vendor) Juniper firmware upgrade: Goldcamp
7/2/26	7/2/26	Delete the preprod cluster from the Confluent Cloud Production (default) environment
7/2/26	7/2/26	Humboldt county Integration testing and switch install for site 12003
7/2/26	7/2/26	Standard Change: ForgeRock AT DR Release 26.07.02
7/2/26	7/2/26	Please add new DNS Conditional Forward for Riversidedpss.net and Riversidedpss.org on C33 domain
7/2/26	7/2/26	Standard Change: ForgeRock Dev Release 26.07.02
7/2/26	7/2/26	Standard Change: CalSAWS (WordPress) Production Website Plugin Updates
7/2/26	7/2/26	STANDARD – Weekly Linux Environment Patching – Thursday 18:30 – 20:30 (July 2)
7/2/26	7/3/26	CIS 4406: Hardening of Baseline Configuration for Logging to align with security vulnerability scan recommendation.
7/2/26	7/2/26	Per CiS control id 17884 recommendation, adding terminal lines access-list
7/3/26	7/3/26	STANDARD – Weekly Linux Environment Patching – Friday 18:30 – 22:30 (July 3)
7/4/26	7/4/26	STANDARD – Weekly Linux Environment Patching – Saturday 13:30 – 23:00 (July 4)

4.3.2 Deployments

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

Table 4.3.2-1: CalSAWS Deployments Completed

RELEASE NUMBER	DEPLOYMENT DATE
Priority Release 26.06.25	06/25/2026
Priority Release 26.06.21	06/21/2026
Priority Release 26.06.20	06/20/2026
Priority Release 26.06.19	06/19/2026
Priority Release 26.06.18	06/18/2026

4.3.3 Service Level Agreement 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	CallTeers	OCAT	Central Print	Training Production	Communication Method	Communication Sent Date
CalSAWS Release 26.07	07/19/26	6:00 AM	07/19/26	1:00 PM											CIT 00XX-26	TBD
															Broadcast Email	TBD
Imaging (Hyland) Maintenance	07/24/26	10:00 PM	07/25/26	1:00 AM											Broadcast Email	TBD
Adhoc Reporting Database Maintenance	07/26/26	12:00 PM	07/26/26	4:00 PM											CIT 00XX-26	TBD
															Broadcast Email	TBD
Production Maintenance	07/26/26	2:00 PM	07/26/26	6:30 PM											CIT 00XX-26	TBD
															Broadcast Email	TBD
BenefitsCal Release 26.07.30	07/30/26	8:00 PM	07/30/26	9:30 PM											Broadcast Email	TBD
															CIT 00XX-26	TBD
IAM (ForgeRock) Maintenance	07/31/26	10:00 PM	08/01/26	2:00 AM											Broadcast Email	TBD

Figure 4.3.4: CalSAWS Production Planned Outages Calendar

Notes:

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

5 LOBBY MANAGEMENT

The following table provides updates by County related to Lobby Management.

Table 5-1: Lobby Management Updates

COUNTY	UPDATES
Merced	RITM0103956 – Wardrobe Kiosk on the project network is currently under review with Network Teams. Communication requesting next steps from Merced County were sent on 04/29/2026.
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.

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.
 - New Workflows reviewed and released for use.
- 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.
 - New Workflows reviewed and released for use.

7.2 Oracle Database@AWS Migration

- Continuing to execute daily Oracle Working sessions.
- Continuing to steadily be migrating non-prod databases to the new platform with no issues.
- Stood up Staging Environment to support County reporting testing, now configuring secure connections for counties.

7.3 Communications Portal

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

7.4 Analytics

- Databricks Dev Environment validation completed by M&E. QA Environment validation is in progress, ETA 06/17/2026.
- Power BI connectivity, reporting publishing, gateway validated by M&E. QA environment is in progress, ETA 06/19/2026.

7.5 Contact Center Modernization Phase 1 – eGain Replacement

- Deployed fix for eCCP external reader.
- Hypercare WIP – Ending on July 13th.
- Decom activities will move to M&O, no longer tracked by project.
- Closeout of project expected July 13th.

7.6 IAM Replacement

- Prepared and tested Okta Workforce Sandbox environment for M&E Team to start application development.
- Started standoff of Okta Auth0 environment. ETA – Mid July. Expected that BenefitsCal Team will start development from August.
- Tested Dual authentication from ForgeRock and Okta on GAGR sandbox and confirmed solution feasibility.
- Started conversations with BenefitsCal Team to create CBO hierarchy support ROI development later this year.

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-302488	6/25/2026	ServiceNow	SF-01-2026 GWT – ServiceNow Integration between San Francisco and CalSAWS	New
CA-302362	6/22/2026	Infra Contact Center	LA County – IVR – Welcome page call flow update	Design in Progress
CA-302213	6/17/2026	Infra Contact Center	Santa Clara – New Contact Center Queue for LTC/CvB unit	Test Complete
GAGR-1027	6/17/2026	Client Correspondence	DB Synch Update for Kern County (15)	Design in Progress
GAGR-1026	6/17/2026	Client Correspondence	Add New County Kern (15) Schema	Design in Progress
NOW-1512	6/16/2026	Infra ServiceNow	Separation of POAMs and Documentation Only Updates	Pending for Validation
NOW-1511	6/15/2026	Infra ServiceNow	Primary Contact needs to be automatically added to the Incident Watch List	Done
CA-301927	6/11/2026	Infra Contact Center	ACW update in eCCP to update all ACW channels	Design in Progress
NOW-1510	6/11/2026	Infra ServiceNow	Project Staff Offshore Travel	Done

JIRA ID	CREATED	INFRA TEAM	DESCRIPTION	STATUS
CA-301872	6/10/2026	Infra Contact Center	San Bernardino – Remove Max Queue check on CCB Offering	Test Complete
NOW-1509	6/10/2026	Infra ServiceNow	Remove ability to assign to Parent Group	Done
NOW-1508	6/10/2026	Infra ServiceNow	Disable the ability to send Cases's/INC's and RITM's to incorrect queues	Done
GAGR-1024	6/9/2026	Client Correspondence	Gainwell QA regression test of the GA/GR Automated Solution for Release 26.07	Test Complete
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	Master ID Cleanup in CalSAWS DB	New
GAGR-1021	6/8/2026	Client Correspondence	Data Sync Cleanup of Data Group Indicators	Design in Progress
GAGR-1020	6/8/2026	Client Correspondence	Requesting a new Body Text Id	In Development
GAGR-1019	6/3/2026	Client Correspondence	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 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"	Done
CA-301517	6/1/2026	Infra Tools	Qlik Sense PostgreSQL Version Upgrade	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	Ready for Committee
GAGR-1017	5/20/2026	Client Correspondence	Send correct Appointment ID/Time data to Exstream	New

JIRA ID	CREATED	INFRA TEAM	DESCRIPTION	STATUS
			CC Service for GAGR Program	
NOW-1502	5/18/2026	Infra ServiceNow	Notifications for Software expirations in SAM module	To Do
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	Design in Progress
CA-300874	5/11/2026	Infra DBA	Convert Analytics RDS database to Global cluster in production only	New
CA-300873	5/11/2026	Infra DBA	Convert MISC RDS database to Global cluster in production only	Design in Progress
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
CA-300613	4/30/2026	Infra Contact Center	Ventura County Max Queue handling	Test Complete
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	Testing Only – Validation of CalSAWS-3 and CalSAWS-4 Common NOAs for Reason Codes not testable in R26.05	System Test
CA-300459	4/27/2026	Security	IAM Change/Design Assessment	New
GAGR-1006	4/27/2026	Client Correspondence	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

JIRA ID	CREATED	INFRA TEAM	DESCRIPTION	STATUS
CA-300293	4/22/2026	Infra Contact Center	Add Civil Rights (PUB 13) Recording to Agent Quick Connect	New
CA-300270	4/22/2026	Infra Contact Center	Change all eCCP references from "César Chavez Day" to "Farmworkers Day"	Approved
GAGR-987	4/10/2026	Client Correspondence	Orange – Update Form F063-26-112 (R04/18/2022)	In Development
CA-299641	4/8/2026	Infra GenAI	Call summarization – Group 4B	New
CA-299640	4/8/2026	Infra GenAI	Call summarization – Group 4A	New
CA-299639	4/8/2026	Infra GenAI	Call summarization – Group 3C	Pending Approval
CA-299638	4/8/2026	Infra GenAI	Call summarization – Group 3B	Pending Approval
CA-299637	4/8/2026	Infra GenAI	Call summarization – Group 3A	Pending Approval
CA-299636	4/8/2026	Infra GenAI	Call summarization – Group 2C	Pending Approval
CA-299635	4/8/2026	Infra GenAI	Call summarization – Group 2B	Pending Approval
CA-299634	4/8/2026	Infra GenAI	Call summarization – Group 2A	Pending Approval
CA-299426	4/3/2026	Infra GenAI	Call summarization – Group 1D	Approved
CA-299251	3/31/2026	Infra Cloud Ops	Upgrade EMR version	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-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
GAGR-964	3/10/2026	Client Correspondence	San Francisco Automate Denials for no-show appointment	In Development
GAGR-961	3/6/2026	Client Correspondence	Update the 115/116 B GR Denial – (90/180 Day Sanction) NOA for all reason codes	In Development

JIRA ID	CREATED	INFRA TEAM	DESCRIPTION	STATUS
GAGR-960	3/6/2026	Client Correspondence	Updates to 083/084 B GR Discontinuance – (90/180 Day Sanction) NOA	In Development
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	System Test
CA-298301	3/2/2026	Infra Contact Center	Cron job time update for daylight savings – March 2027	New
CA-298300	3/2/2026	Infra Contact Center	Cron job time update for daylight savings – Nov 2026	New
GAGR-955	2/27/2026	Client Correspondence	New CalSAWS Appointment Type – Telephone GA/GR RE Interview	Test Complete
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 and Artifactory on Jenkins in Development	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	Approved
CA-298001	2/19/2026	Infra GenAI	Call summarization – Group 1B	System Test
CA-298000	2/19/2026	Infra GenAI	Call summarization – Group 1A	Test Complete
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

JIRA ID	CREATED	INFRA TEAM	DESCRIPTION	STATUS
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	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	Test Complete
CA-297196	1/22/2026	Infra Contact Center	Create Ability to Purge Queued Calls in CalSAWS Contact Center (Emergency Closure)	New
CA-297193	1/22/2026	Infra Contact Center	Add Language Selection for Outbound Calls From CSC	New
GAGR-939	1/15/2026	Client Correspondence	Contra Costa GA RE packet automation and send via Gainwell Central Print	New
GAGR-936	1/14/2026	Client Correspondence	IP request – Update GRWP Job Search Report F063-08-71A (R04/15)	System Test
GAGR-935	1/14/2026	Client Correspondence	Marin County Opt-In GAGR Client Correspondence Service	New

JIRA ID	CREATED	INFRA TEAM	DESCRIPTION	STATUS
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
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	Test Complete
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

JIRA ID	CREATED	INFRA TEAM	DESCRIPTION	STATUS
CA-294588	9/19/2025	Consortium	Communication Portal – Phase 2	Pending Approval
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	System Test
CA-294128	8/29/2025	Infra Contact Center	Apply Contact Attributes to Measure Calls Diverted by 'Maximum Contacts in Queue' Threshold	Design in Progress
GAGR-892	8/19/2025	Client Correspondence	San Joaquin County GAGR Exstream Automated Solution Development and Implementation	New
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: 26.1	Ready for Committee
CA-293388	8/4/2025	Infra ForgeRock	Migrate AWS PinPoint to AWS End User Messaging	In Assembly Test
NOW-1430	7/31/2025	Infra ServiceNow	Track CalSAWS Consolidated Waiver Requests in ServiceNow, integrated with CMDB/CAB/CHG mgmt.	To Do
CA-293257	7/29/2025	Infra Imaging	Add a Disability Document Type to CalSAWS Imaging Solution	New
CA-293256	7/29/2025	Infra Imaging	Update Imaging Routing of Lobby/Kiosk documents to Skip Queues When Possible	New
CA-293093	7/24/2025	Infra Contact Center	Enhance Reschedule appointment functionality – Existing Functionality	New
CA-292834	7/14/2025	Infra Tech Ops	Create user account in CalSAWS for Dynatrace monitoring	New
GAGR-856	6/17/2025	Client Correspondence	Remove 'Customer ID' from GAGR Forms and NOA Headers	New

JIRA ID	CREATED	INFRA TEAM	DESCRIPTION	STATUS
CA-291383	5/29/2025	Infra Contact Center	AWS Queue Depth Report	Design in Progress
CA-291382	5/29/2025	Infra Contact Center	Create Repeat Callers report	New
GAGR-837	5/19/2025	Client Correspondence	Contra Costa Automate GA Form SL 700	New
CA-291073	5/19/2025	Infra Tech Support	Pilot – AI-Driven Documentation, Code Generation and Code Pilot	Design in Progress
CA-290786	5/8/2025	Infra Contact Center	External Partner – Enable Calabrio Live Monitor for better view – Calabrio Vendor – PFR	New
CA-290785	5/8/2025	Infra Contact Center	Ventura Contact Center – Opt-in to BenefitsCal Webchat	New
CA-290616	5/2/2025	Infra Tech Ops	LA County-Whitelist New IP Address for CCRC	New
NOW-1412	5/1/2025	Infra ServiceNow	Incident and sc_req_item metric view access	To Do
CA-290041	4/17/2025	Infra Contact Center	San Bernardino – Deactivate IVR Predictive Handling – CPO	Design in Progress
CA-289662	4/8/2025	Online	Adding a new baby to a Medical only Case Using RPA	New
CA-289657	4/8/2025	Infra Tech Ops	Enable CARES/FCED related infrastructure in PROD before FCED go live	In Assembly Test
CA-289583	4/7/2025	Infra Tech Arch	Add FCED Services to AT 2 Environment	New
CA-289432	4/2/2025	Security	Add Additional Security Role to Hide CPS Program	New
CA-289327	3/31/2025	Infra Contact Center	LA – Calabrio – Sync Live Monitoring with session timeout	New
OCAT-11	3/28/2025	Infra OCAT	Standardize OCAT Scanning – Qualisys	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

JIRA ID	CREATED	INFRA TEAM	DESCRIPTION	STATUS
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	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-285108	11/21/2024	Infra Contact Center	Deploy Web Chat and Click to Call code to all AWS Accounts	New
CA-285088	11/21/2024	Infra Tech Ops	Create Retention/Query Process for Quest Change Auditor SQL Database	New
CA-284855	11/14/2024	Security	DMDP-21: Data Security P2	New
GAGR-744	11/14/2024	Client Correspondence	Develop 1:1 DB Synchronization between CalSAWS environments and GAGR Correspondence Service	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

JIRA ID	CREATED	INFRA TEAM	DESCRIPTION	STATUS
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
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	Test Complete

JIRA ID	CREATED	INFRA TEAM	DESCRIPTION	STATUS
			display in BenefitsCal web chat	
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
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-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-276396	4/10/2024	Infra Contact Center	Adding ability to reference AWS s3 stored prompts in the "Emergency Messages" – Admin Page	New
CA-276393	4/10/2024	Infra Contact Center	Adding ability to reference AWS s3 stored prompts in the "Queue Hold Messages" – Admin Page – to allow for WAV files and foreign language handling.	New

JIRA ID	CREATED	INFRA TEAM	DESCRIPTION	STATUS
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-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
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

JIRA ID	CREATED	INFRA TEAM	DESCRIPTION	STATUS
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-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**

