



California Statewide Automated Welfare System



Bi-Weekly Status Report

CalSAWS Infrastructure

Reporting Period: June 29, 2026 – July 12, 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 users experienced intermittent issues accessing CalSAWS on July 7, 2026, from 7:30 AM to 8:17 AM. RCA#426 is in progress for this issue.
Defects	There are 28 active Infrastructure Production defects.
Incidents	Fix in Progress: PRB0053721– As of 9:51 AM on June 29, 2026, Some San Bernardino County CalSAWS managed workstation users at the 265 East 4th Street site are unable to access documents stored in their "Documents" folder. Impacted users will be unable to access or save files to their "Documents" folder until the issue is resolved. Users will receive an error message when attempting to access their "Documents" folder. Workaround: Although users will not be able to retrieve existing documents, they can save documents to their desktop. Details: The CalSAWS Project team is dispatching a technician onsite to further assess the issue. An update will be provided when additional information is available. RESOLVED: PRB0053726 – As of 11:10 AM on June 30, 2026, Stanislaus County users at the 251 E Hackett Rd, Modesto site are unable to access CalSAWS and associated systems due to a local internet outage. Stanislaus County users at the Modesto site will be unable to access CalSAWS and associated systems until the issue is resolved. The Stanislaus County IT team is working with the local internet provider to resolve the issue. An update will be provided when the issue is resolved. As of 8:00 AM on July 1, 2026, this issue has been resolved. Internet connectivity at the Modesto site has been restored by the local internet provider and users are able to access CalSAWS and associated systems. RESOLVED: PRB0053729 – As of 11:10 AM on June 30, 2026, Merced County users are unable to access CalSAWS and associated systems due to a countywide internet outage.; Merced County users will be unable to access CalSAWS and associated systems until the issue is resolved. The Merced County IT team is working with the local internet provider to resolve the issue. An update will be provided when the issue is resolved. As of 8:00 AM on July 1, 2026, this issue has been resolved. Internet connectivity has been restored by the local internet provider and users are able to access CalSAWS and associated systems.

TOPIC	HIGHLIGHTS FOR THE REPORTING PERIOD
	▪ RESOLVED: PRB0053735 – As of 3:30 PM on June 30, 2026, the ABAWD Time Limit Record is set incorrectly for cases in which the recertification was due in July 2026 but processed in June 2026. Background: Defect CA-301342 was deployed to production on Thursday, June 25, 2026, and included a Data change to correct the “Did not meet work requirements” ABAWD Time Limit records by updating them to “Pending Screening.” ABAWD Time Limit records will remain incorrect for cases with July 2026 recertifications that were processed in June until this issue is resolved. Details: Defect CA-302616 has been created to track this issue. The project team is actively investigating, and an update will be provided once a resolution has been identified. Additionally, the CF 377.11B Countable Months correspondence batch job will be paused until this issue is resolved. As of 6:22 PM on July 9, 2026, the issue has been resolved with the deployment of Defect CA-302616 on July 9, 2026. ABAWD Time Limit records are now correct for cases with July 2026 recertifications that were processed in June. The CF 377.11B batch job will be released tonight, July 10 2026. ▪ RESOLVED: PRB0053752 – As of 9:06 AM on July 3, 2026, San Francisco Contact Center IVR was set to be closed due to the observed holiday. San Francisco callers were unable to connect to an agent until the issue was resolved. The CalSAWS Project team observed the San Francisco IVR was set to be on holiday. As of 9:30 AM on July 3, 2026, this issue has been resolved. The San Francisco Contact Center IVR is now open, and callers are able to connect to an agent. ▪ RESOLVED: PRB0053766 – As of 12:52 PM on July 7, 2026, Merced County users at 3600 M St, Merced site may experience slowness when accessing CalSAWS and associated systems. Merced County users at the Merced 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 (TPx) to investigate the issue. An update will be provided when additional information becomes available. Update: TPx has confirmed the Merced site is part of an AT&T carrier partial node outage. The estimated time of restoration by AT&T is 4:35 PM. An update will be provided when the issue is resolved. As of 4:48 PM on July 7, 2026, the issue has been resolved by the carrier. Users at the Merced site are able to access CalSAWS and associated systems at normal speed. ▪ RESOLVED: PRB0053761 – As of 7:00 AM on July 7, 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). TPx advised there was a Spectrum planned maintenance that may have affected the site and are dispatching a TPx technician for further investigation. An update will be provided when additional information becomes available. As of 2:44 PM on July 7, 2026, the issue has been resolved. TPx identified a power issue that impacted network equipment and were able to restore power. Users are now able to access CalSAWS and associated systems.

TOPIC	HIGHLIGHTS FOR THE REPORTING PERIOD
	▪ RESOLVED: PRB0053758 – As of 7:30 AM on July 7, 2026, users are experiencing intermittent issues accessing CalSAWS and associated systems. Users will experience issues accessing CalSAWS and associated systems until the issue is resolved. The project team identified root cause of the issue and is actively working to remediate. An update will be provided when additional information becomes available. Update: The issue has been remediated by the project team and confirmed users are able to access CalSAWS and associated systems. The project team continues to monitor production performance for stability, and an update will be provided by 11:00 AM. As of 8:17 AM on July 7, 2026, the issue has been resolved. The project team has observed continued stability after remediating the issue. Users are able to access CalSAWS and associated systems at normal speeds. ▪ RESOLVED: PRB0053770 – As of 1:14 PM on July 8, 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). TPx advised there is a Spectrum outage affecting local internet services at the Perris site, with an estimated time of restoration at 6:30 PM tonight. An update will be provided when additional information becomes available. As of 3:49 PM on July 8, 2026, the outage has been cleared by Spectrum. Internet connectivity has been restored at the Perris site and users are able to access CalSAWS and associated systems. ▪ RESOLVED: PRB0053772 – As of 1:25 PM on July 8, 2026, Merced County users at 3600 M St, Merced site may experience slowness when accessing CalSAWS and associated systems. Merced County users at the Merced 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 (TPx) to investigate the issue. An update will be provided when additional information becomes available. Update: TPx advised there is an issue with Comcast equipment affecting the site. Comcast will be dispatching a technician to the Merced site to further investigate and resolve the issue during the site's hours of operation. There is currently no estimated time of restoration (ETR). An update will be provided when the issue is resolved. As of 12:43 PM on July 9, 2026, the issue has been resolved by the carrier. Comcast rebooted their equipment, restoring full connectivity to their circuit. The project team monitored for stability. Users at the Merced site are able to access CalSAWS and associated systems at normal speed. ▪ RESOLVED: PRB0053665 – 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 is resolved. The CalSAWS project is actively investigating the issue. Defect CA-301540 has been created to track the fix for this issue, and

TOPIC	HIGHLIGHTS FOR THE REPORTING PERIOD
	update will be provided when it is resolved. As of 7:15 PM on July 9, 2026, the issue has been resolved with the deployment of Defect CA-301540 on July 9, 2026. Users are no longer 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. ▪ Fix in Progress: PRB0053784 – As of 10:56 AM on July 10, 2026, Some users are receiving a UEID when using the “Outbound from IVR” Call method for a Telephonic Signature on the Electronic Signature page in CalSAWS. Some users may receive a UEID when using the “Outbound from IVR” Call method for a Telephonic Signature on the Electronic Signature page in CalSAWS until the issue is resolved. Workaround: Impacted users can create a new electronic signature request and utilize an alternative signature method or an alternate call method for a telephonic signature. Details: Defect CA-302957 has been created to address this issue. The CalSAWS project is actively investigating the issue. An update will be provided when the issue is resolved. Update: Defect CA-302957 has been created to address this issue and is targeted for deployment to production tonight, July 10, 2026. An update will be provided when the issue is resolved.
Maintenance/ Deployments	▪ 07/12/2026: Deployment – Priority Release 26.07.12 (CHG0060402) ▪ 07/10/2026: Deployment – Priority Release 26.07.10 (CHG0060400) ▪ 07/09/2026: Deployment – Priority Release 26.07.09 (CHG0060380) ▪ 07/07/2026: Deployment – Priority Release 26.07.07 (CHG0060320) ▪ 07/02/2026: Deployment – Priority Release 26.07.02 (CHG0060266) ▪ 06/30/2026: Deployment – Priority Release 26.06.30 (CHG0060213) ▪ 06/29/2026: Deployment – Priority Release 26.06.29 (CHG0060201)
Milestones	▪ Five (5) Production Deployments during this reporting period. ▪ Ninety Eight (98) 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	FDEL Prep	Submit FDEL by 7/27

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 0111-26 Scheduled Downtime Notification – 07/19/2026	1	06/29/2026
Scheduled CalSAWS Maintenance	CalSAWS Broadcast >> Scheduled CalSAWS Maintenance – 07/19/2026, 6:00 AM to 1:00 PM	1	07/6/2026
Scheduled BenefitsCal Maintenance	CalSAWS Broadcast >> Scheduled BenefitsCal Maintenance – 07/19/2026, 8:30 AM to 9:30 AM	1	07/6/2026
Scheduled EBT Maintenance	None		
CalSAWS County Executive Communications	Resolved - CalSAWS County Executive Communication – Riverside County - Perris Site - CalSAWS Access Issue	14	07/08/2026
	New - CalSAWS County Executive Communication – Riverside County - Perris Site - CalSAWS Access Issue		07/08/2026
	Resolved - CalSAWS County Executive Communication – Riverside County - Perris Site - CalSAWS Access Issue		07/07/2026
	Update #2 - CalSAWS County Executive Communication – Riverside County - Perris Site - CalSAWS Access Issue		07/07/2026
	Resolved - CalSAWS County Executive Communication – Intermittent CalSAWS Access Issue		07/07/2026
	Update - CalSAWS County Executive Communication – Riverside County - Perris Site - CalSAWS Access Issue		07/07/2026
	New - CalSAWS County Executive Communication – Riverside County - Perris Site - CalSAWS Access Issue		07/07/2026
	Update - CalSAWS County Executive Communication – Intermittent CalSAWS Access Issue		07/07/2026

CATEGORIES	SUBJECT	COUNT	Distribution Date (s)
	New - CalSAWS County Executive Communication – Intermittent CalSAWS Access Issue		07/07/2026
	Resolved - CalSAWS County Executive Communication – San Francisco - Contact Center IVR is Down		07/03/2026
	Resolved - CalSAWS County Executive Communication – Merced County - CalSAWS Access Issue - Internet Outage		07/01/2026
	Resolved - CalSAWS County Executive Communication – Stanislaus County - Modesto Site - CalSAWS Access Issue - Internet Outage		07/01/2026
	New - CalSAWS County Executive Communication – Merced County - CalSAWS Access Issue - Internet Outage		06/30/2026
	New - CalSAWS County Executive Communication – Stanislaus County - Modesto Site - CalSAWS Access Issue - Internet Outage		06/30/2026
Issue Notification	Update – PRB0053784 New – PRB0053784 Resolved – PRB0053735 Resolved – PRB0053665 --- Resolved – PRB0053772 --- Update – PRB0053772 Resolved – PRB0053770 New – PRB0053772 New – PRB0053770 --- Resolved – PRB0053766 Resolved – PRB0053761 Update – PRB0053766 New – PRB0053766 Resolved – PRB0053758 New – PRB0053761 Update – PRB0053758 New – PRB0053758 --- New – PRB0053752 --- New – PRB0053735	24	07/10/2026 07/10/2026 07/10/2026 07/10/2026 --- 07/09/2026 --- 07/08/2026 07/08/2026 07/08/2026 07/08/2026 --- 07/07/2026 07/07/2026 07/07/2026 07/07/2026 07/07/2026 07/07/2026 07/07/2026 07/07/2026 --- 07/03/2026 --- 07/01/2026

CATEGORIES	SUBJECT	COUNT	Distribution Date (s)
	Resolved – PRB0053729 Resolved – PRB0053726 --- New – PRB0053721 New – PRB0053729 New – PRB0053726		07/01/2026 07/01/2026 --- 06/30/2026 06/30/2026 06/30/2026
Priority Release Requests for Approval	Priority Release 26.07.12 (CHG0060402) Priority Release 26.07.10 (CHG0060400) Priority Release 26.07.09 (CHG0060380) Priority Release 26.07.07 (CHG0060320) Priority Release 26.07.02 (CHG0060266) Priority Release 26.06.30 (CHG0060213) Priority Release 26.06.29 (CHG0060201)	7	07/12/2026 07/10/2026 07/09/2026 07/07/2026 07/02/2026 06/30/2026 06/29/2026
Informational Alert	Informational Alert - CalSAWS 2026-2028 Deployment Schedule Update CalSAWS Information Alert >> MEDS Alert File	2	07/06/2026 07/02/2026
CalSAWS	Daily Health Report	10	07/10/2026 07/09/2026 07/08/2026 07/07/2026 07/06/2026 07/03/2026 07/02/2026 07/01/2026 06/30/2026 06/29/2026

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	07/19/2026 6:00 AM to 1:00 PM	CalSAWS users will be redirected to a read-only version during the outage.	CIT 0111-26 06/29/2026	07/06/2026
BenefitsCal	BenefitsCal Release 26.07.19	07/19/2026 8:00 AM to 9:30 AM	BenefitsCal will be unavailable during this time.	CIT 0111-26 06/29/2026	07/06/2026

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
0111-26	Scheduled Downtime Notification – 07/19/2026	Informational	06/29/2026	Communications .Infrastructure	Pete Quijada

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
NONE							

3.4 SIRFRA/SCERFRA Information

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

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

ID	DESCRIPTION	STATUS
SIRFRA 1352	Automation of CDCR's reporting release dates and other member data to counties	Completed
SIRFRA 1382	Medi-Cal Envelope Reopened to add Spanish language to Medi-Cal Env	Completed
SIRFRA 1401	SIRFRA 1401 – Updating Member Address NCOA	Completed
SIRFRA 1409	Print Postage Costs	Completed
SIRFRA 1410	Medi-Cal Telephonic Signature Receipt	Completed
SIRFRA 1430	SB 1289 Call Center Data – General Questions	Completed
SIRFRA 1434	SB 1289 – Medi-Cal Call Center Data – Monthly Data	Completed
SIRFRA 1434	Medi-Cal Call Center Data – Amended – Recurring	Recurring
SIRFRA 1440	SIRFRA 1440 – Print/postage/Adobe rendering cost	Completed
SIRFRA 1441	SB 1289 Medi-Cal Call Center Data Fiscal Estimate	Completed
SIRFRA 1442	Print/Postage/Adobe estimates	Completed
SIRFRA 1447	Remaining Counties to opt into Automatic Return Mail Processing	Completed
SIRFRA 1448	Property Insert	Completed
SIRFRA 1453	Automation of Updated Member Address	Completed
SIRFRA 1454	Adult Expansion Freeze Additional Outreach	Completed
SIRFRA 1454	Adult Expansion Freeze – Amended	Completed
SIRFRA 1455	Record Telephonic Signature in CalSAWS	Completed
SIRFRA 1461	Reinstatement of Asset Limit for Pickle	Cancelled
SIRFRA 1462	Cost Estimate for AB 2161	Completed
SIRFRA 1464	SIRFRA 1464 – Data Collection: Sexual Orientation, Gender Identity, and Intersex Status: Disclosure (SB 1114)	Cancelled
SIRFRA 1466	Cost Estimate for SB 1054	Completed
SIRFRA 1467	Cost Estimate for AB 2077	Completed
SIRFRA 1471	Medi-Cal: Dashboard and Outreach (SB 1202)	Completed
SIRFRA 1472	Add TRUV flyer to automatically generated forms: Medi-Cal RE packets, MC 355 and CW 2200	Completed
SIRFRA 1476	SB 1252 California Resident Taxpayer Health Care Coverage	Completed
SIRFRA 1477	SB 1284	Cancelled
SIRFRA 1479	IHSS and MC Discontinuance NOA Snippets	Submitted

ID	DESCRIPTION	STATUS
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
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

ID	DESCRIPTION	STATUS
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	Completed
SCERFRA 26-520	CAPI Automation in BenefitsCal	Completed
SCERFRA 26-521	ESAP Demonstration Project Removal of 60–64-Year-Old Individuals	Completed
SCERFRA 26-522	Noticing Options for Households No Longer Eligible to ESAP	Completed
SCERFRA 26-906	AB 2765 – CalFresh and CalWORKs: Childhood Hunger and Foster Youth	Completed
SCERFRA 26-908	SB 1387 – State Agencies – Collection and Reporting of Demographic Data – Jewish Identity	Cancelled
SCERFRA 26-911	California Antihunger Response and Employment Training Act of 2026 (AB 2299)	Completed
SCERFRA 26-916	AB 1746 – CalWORKs: Childcare Request Forms	Completed
SCERFRA 26-917	SB 1054 – Unemployment Insurance: Reporting Requirements	Completed
SCERFRA 26-918	Public Social Services: Domestic Violence Services (AB 2470)	Completed
SCERFRA 26-919	CalFresh: Federal Government Shutdowns (SB 1077)	Completed
SCERFRA 26-920	SB 961, as amended, Ashby. CalFresh: student eligibility.	Completed

ID	DESCRIPTION	STATUS
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

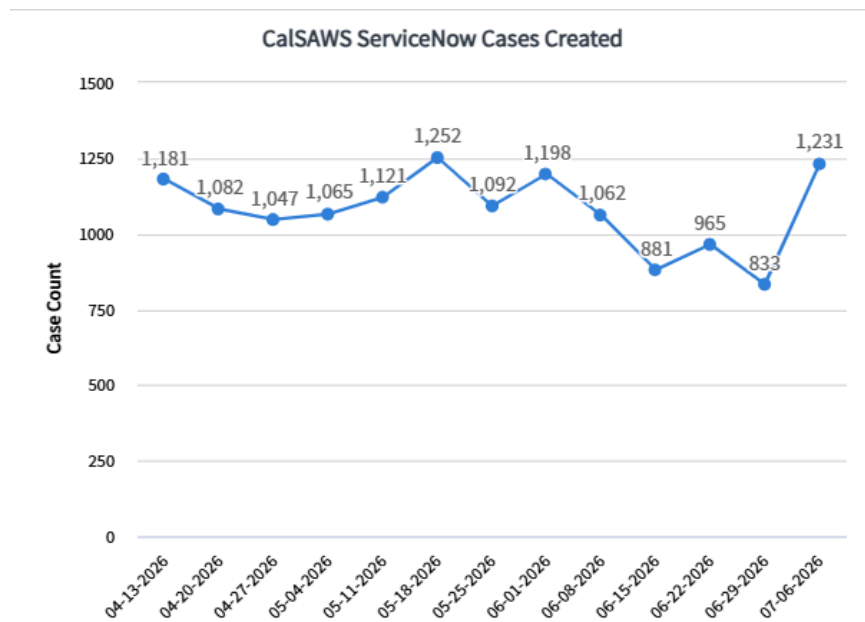


Figure 4.1.1: CalSAWS ServiceNow Cases per Week Created

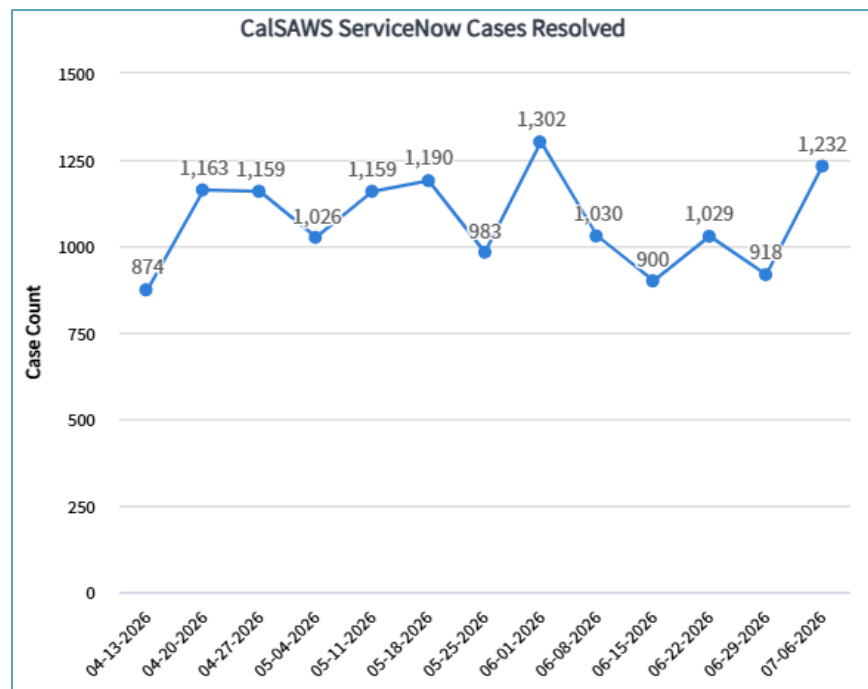


Figure 4.1.1-4.1.2: CalSAWS ServiceNow Cases per Week Resolved

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.

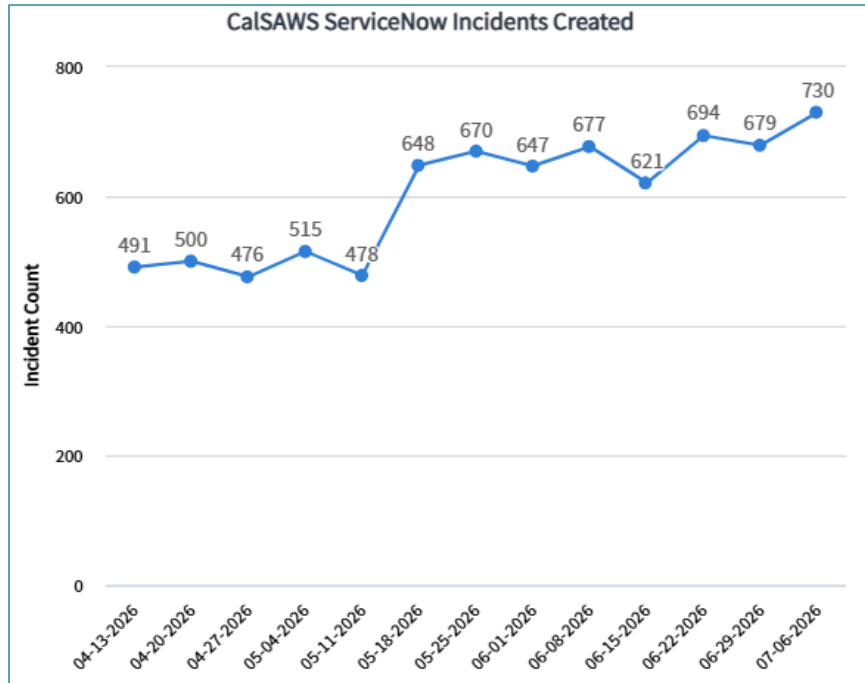


Figure 4.1.3: CalSAWS ServiceNow Incidents Created

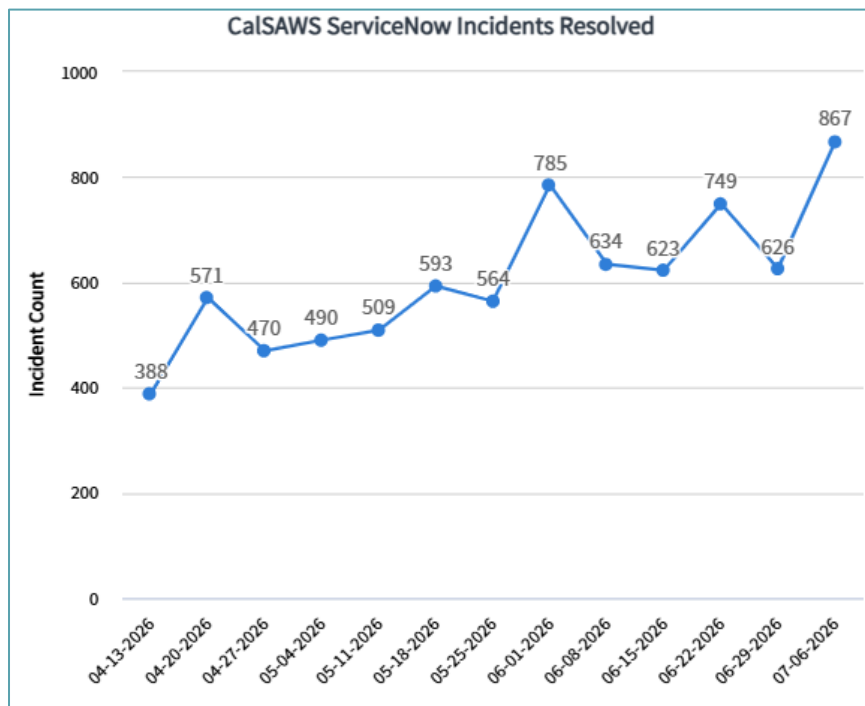


Figure 4.1.1-4.1.4: CalSAWS ServiceNow Incidents Resolved

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.

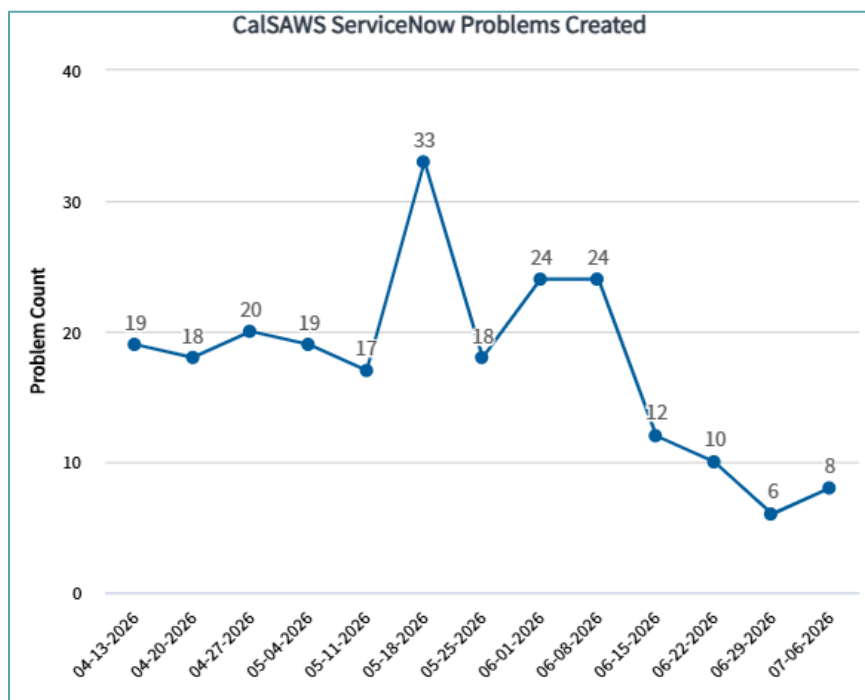


Figure 4.1.1-4.1.5: CalSAWS ServiceNow Problems Created

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.

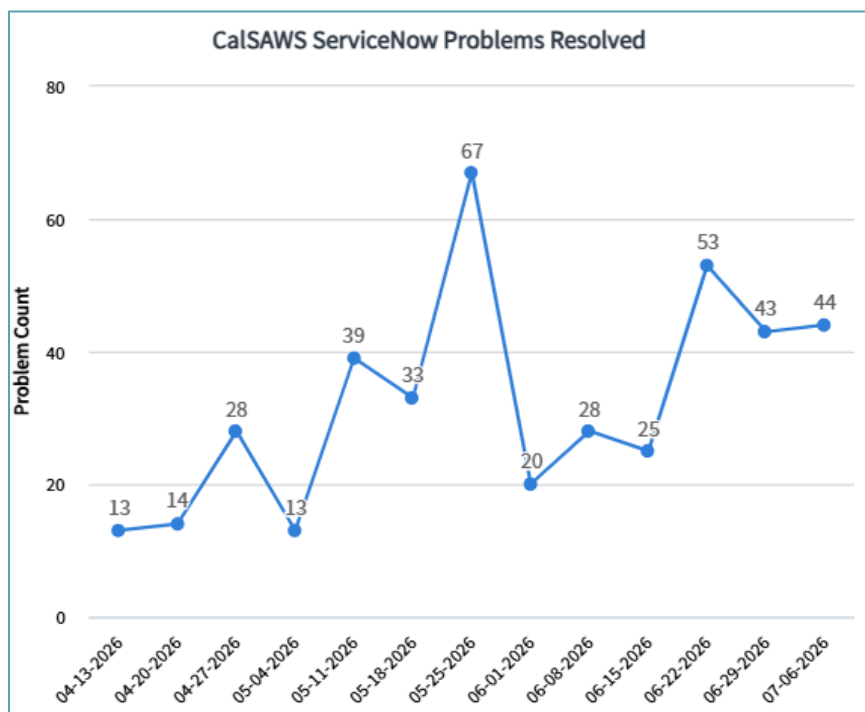


Figure 4.1.1-4.1.6: CalSAWS ServiceNow Problems Resolved

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	58	1	2	3	8	6	1	0	79
IN PROGRESS	70	14	11	25	45	68	17	2	252
ON HOLD	64	24	35	76	89	123	58	0	469
RESOLVED	456	382	347	184	92	74	18	5	1558
CLOSED	8	3	52398	105992	18834	13033	3638	15	193921
PROBLEM IN DIAGNOSIS	0	0	0	0	0	0	1	0	1
TOTAL	656	424	52793	106280	19068	13304	3733	22	196280

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.

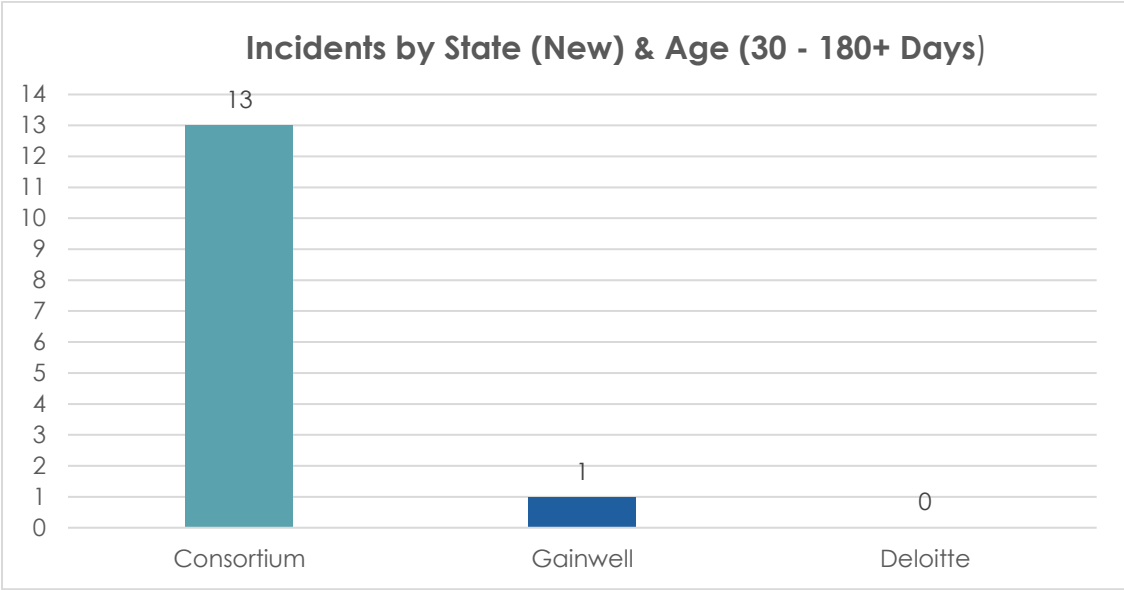


Figure 4.1.1-4.1.7: CalSAWS ServiceNow Incidents by State (New) and Age (30 – 180+ Days)

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

ORGANIZATION	SERVICE DESK INCIDENTS	INFRASTRUCTURE INCIDENTS	TOTAL INCIDENTS
Consortium	13	0	13
Gainwell	1	0	1
Deloitte	0	0	0
Total	14	0	14

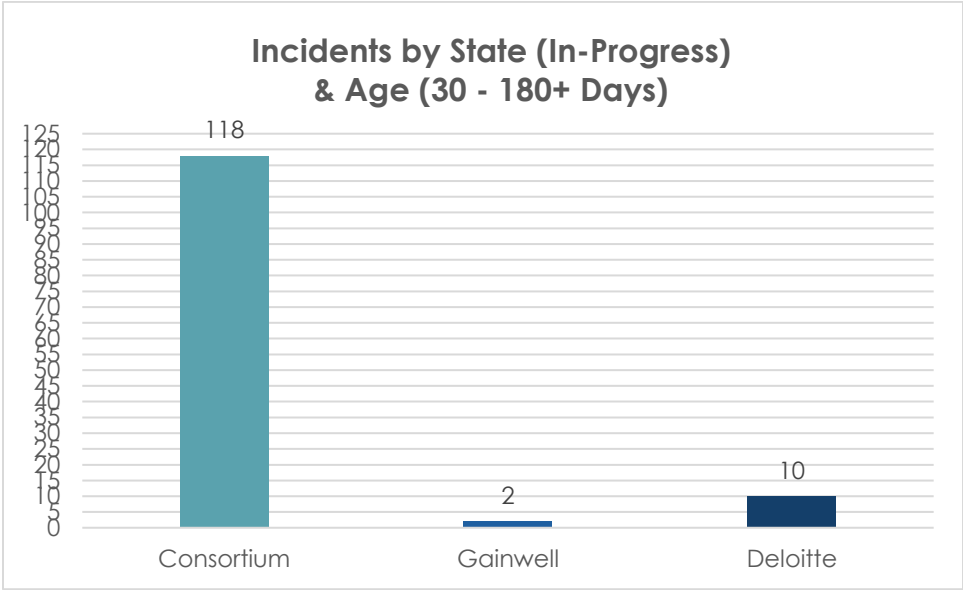


Figure 4.1.1-4.1.8: CalSAWS ServiceNow Incidents by State (In progress) and Age (30 – 180+ Days)

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

ORGANIZATION	SERVICE DESK INCIDENTS	INFRASTRUCTURE INCIDENTS	TOTAL INCIDENTS
Consortium	118	0	118
Gainwell	2	0	2
Deloitte	10	0	10
Total	130	0	130

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

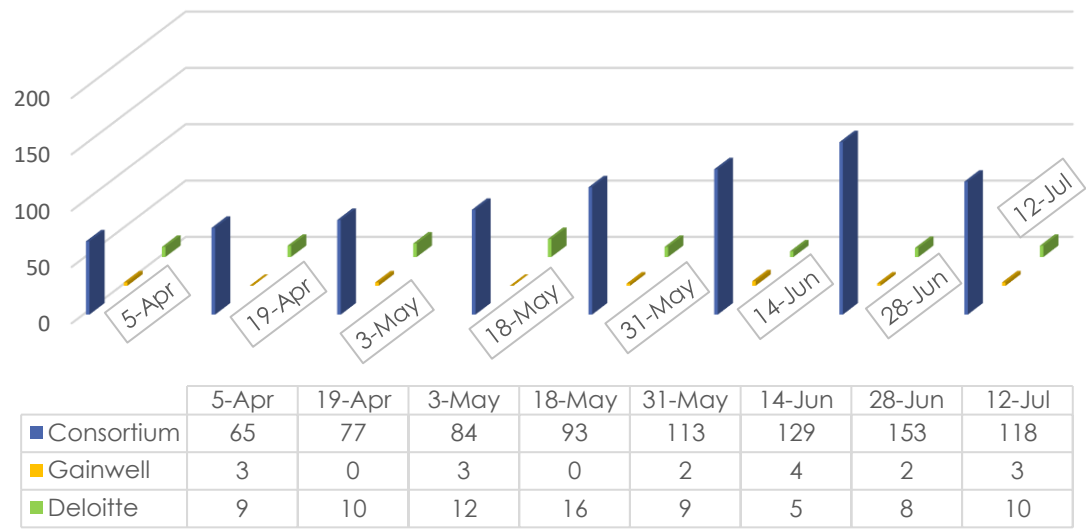


Figure 4.1.1-4.1.9: Aging Incident Backlog

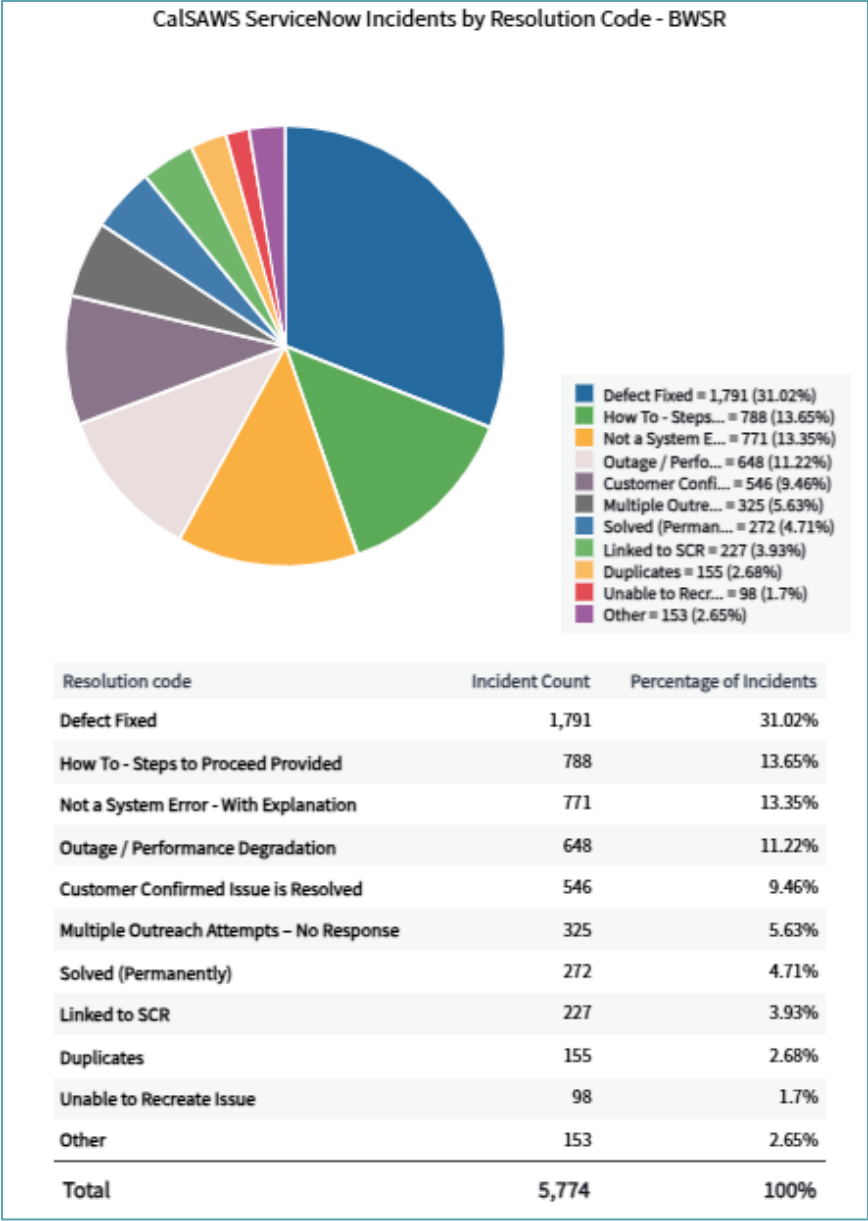


Figure 4.1.10: CalSAWS ServiceNow Incidents by Resolution Code

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

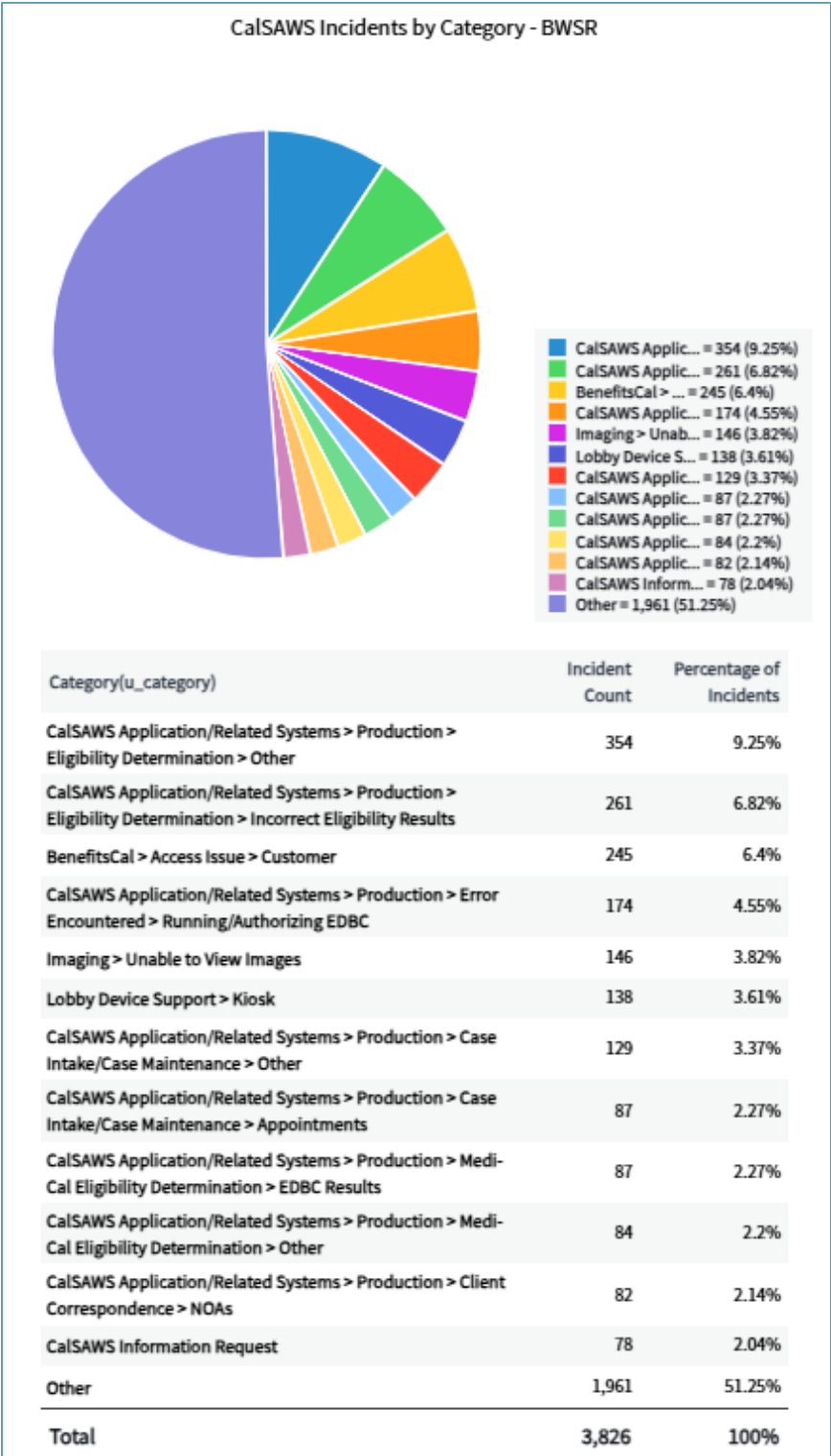


Figure 4.1.11: CalSAWS ServiceNow Incidents Created by Category

Note: The pie chart above represents Incidents by Category created within the past two (2) months. The 1,961 listed as "Other" are for selected categories that had less than 82 incidents. Please view the CalSAWS Incidents by Category Breakdown report to see a complete list of all categories selected for the 3,826 incidents.

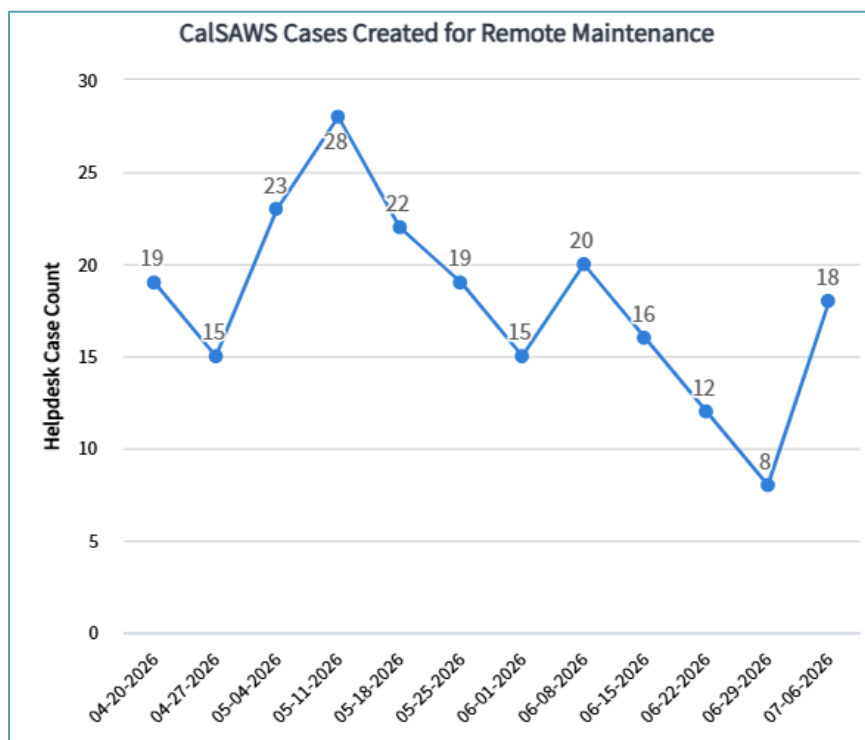


Figure 4.1.12: CalSAWS ServiceNow Cases Created for Remote Maintenance

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 July month-to-date (MTD) is 100%.

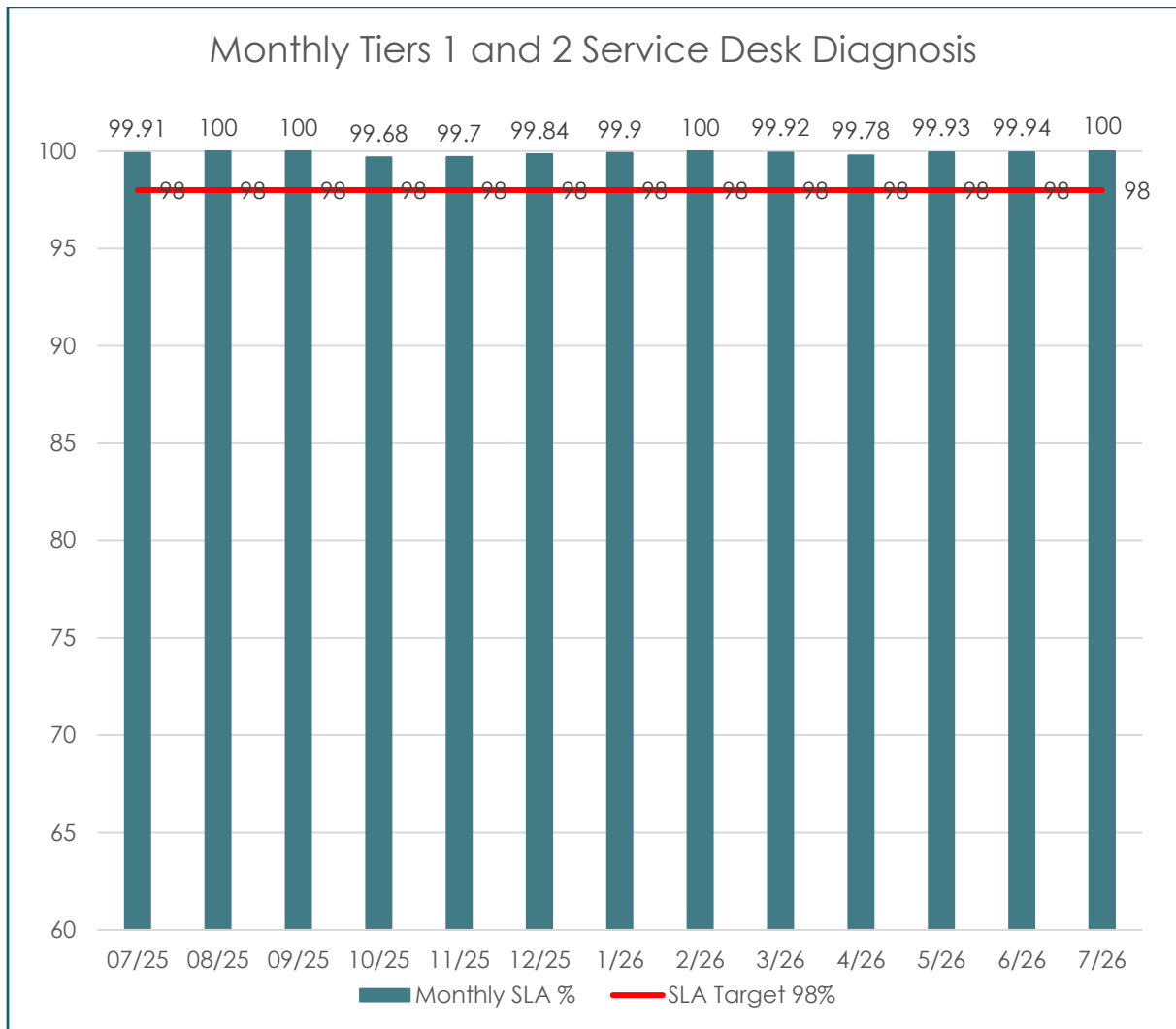


Figure 4.1.13: CalSAWS Monthly Tiers 1 and 2 Service Desk Diagnosis SLA Compliance

The following figure represents the number of incidents that missed the SLA in each month. Zero (1) incidents missed the SLA in July MTD.

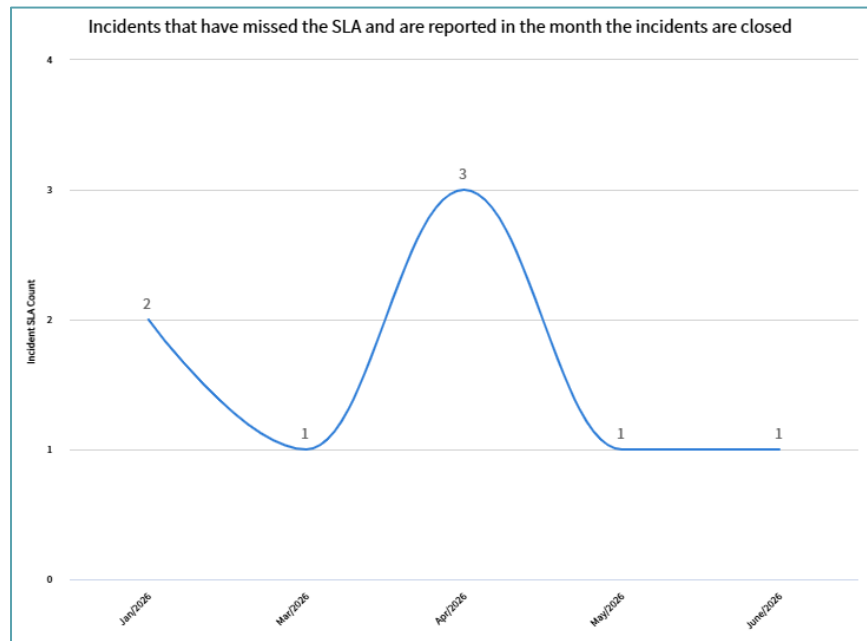


Figure 4.1.14: Incidents that have missed the Service Level Agreement (SLA) in their respective months

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. Zero (0) closed incidents missed the SLA in July MTD.

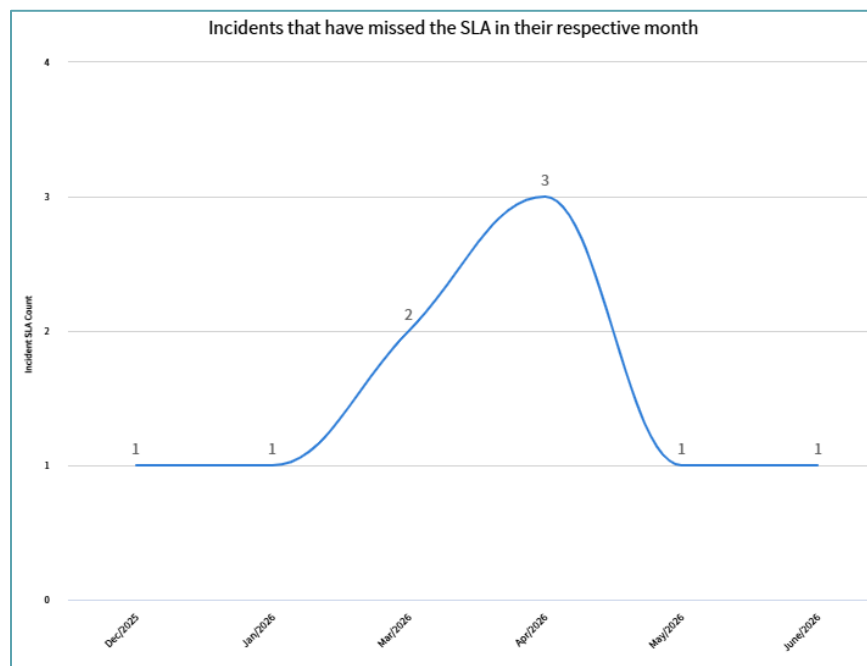


Figure 4.1.15: Incidents that have missed the SLA and reported in the month incidents are closed.

4.1.2 BenefitsCal Technical Service Desk Metrics

Information related to the BenefitsCal Technical Service Desk follows.

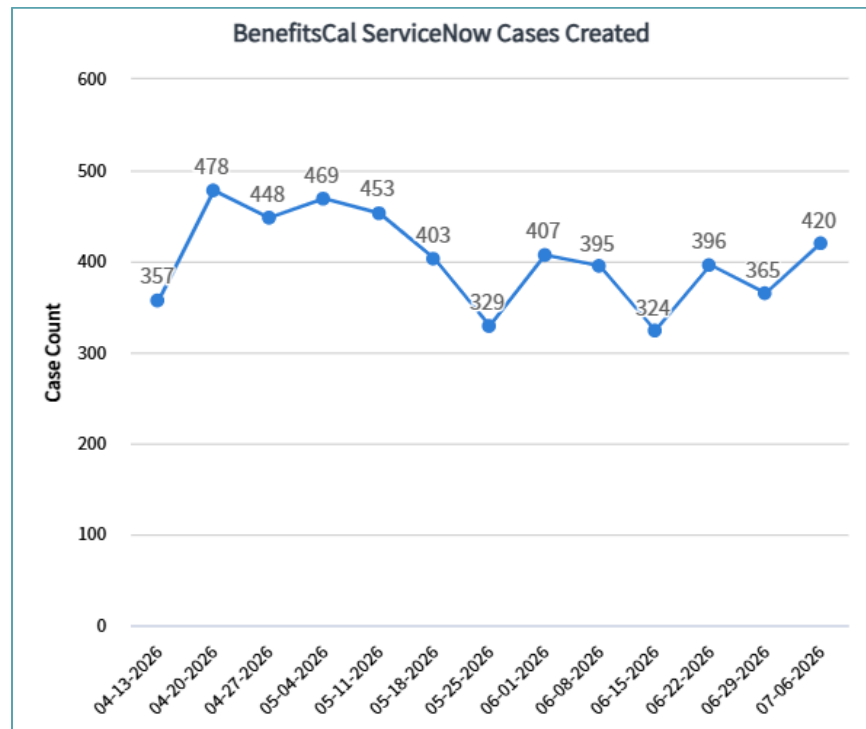


Figure 4.1.2-4.1.16: BenefitsCal ServiceNow Cases Created

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.

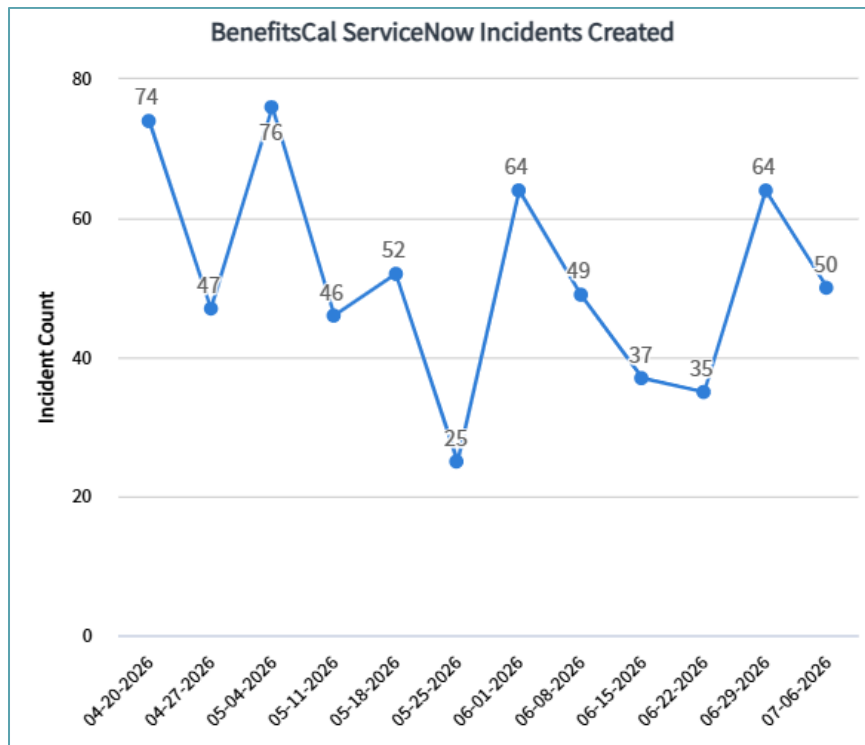


Figure 4.1.2-4.1.17: BenefitsCal ServiceNow Incidents Created

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.

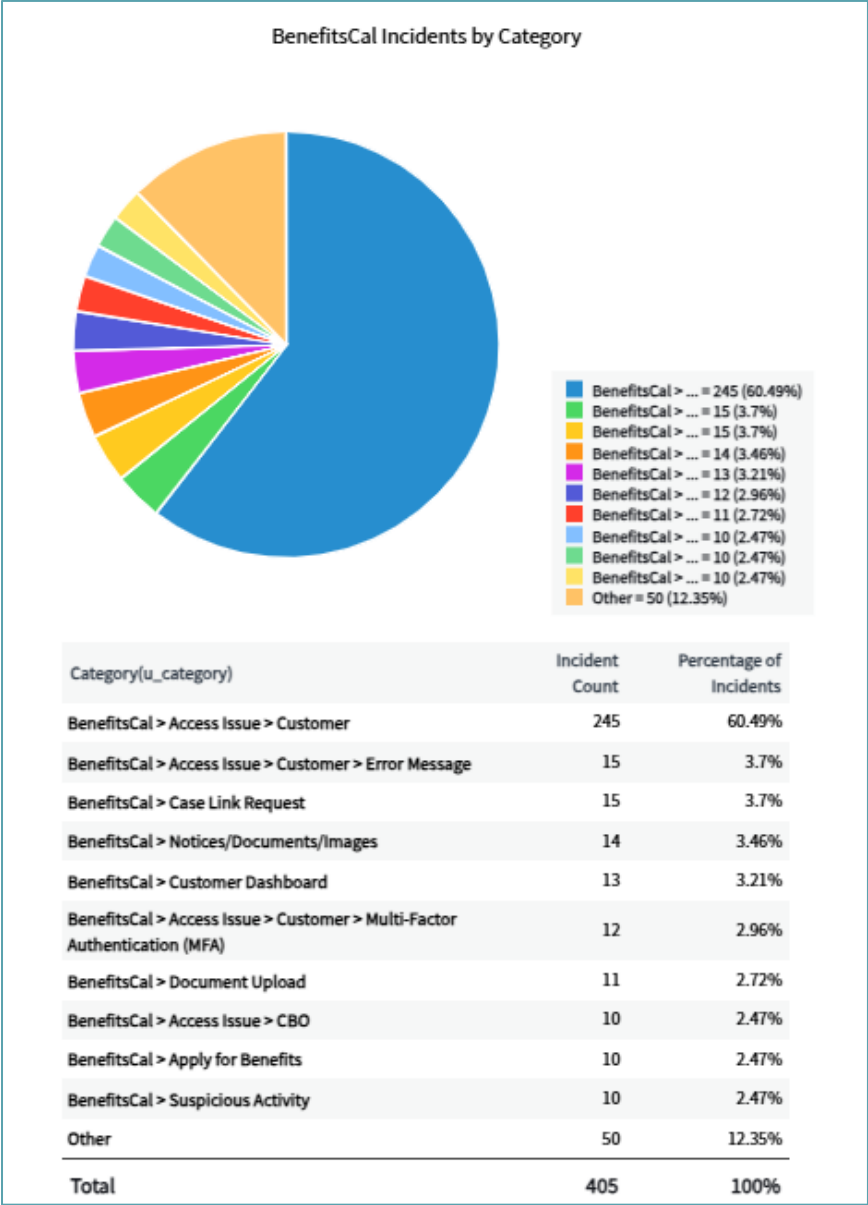


Figure 4.1.2-4.1.18 BenefitsCal ServiceNow Incidents Created by Category

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

RCA #	DESCRIPTION	INCIDENT DATE	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
426	Intermittent CalSAWS Access	07/07/2026	Infra – Database Team

4.2 Production Defect Backlog

The following table lists open Infrastructure production defects.

Table 4.2-1: Infrastructure Production Defect Summary

TEAM	DEFECT COUNT
Infra Cloud Ops	2
Infra Contact Center	7
Infra DBA	1
Infra GAGR (Client Correspondence)	1
Infra GenAI	1
Infra Imaging	1
Infra Middleware	1
Infra ServiceNow	12
Infra Tech Ops	1
Infra Tools	1
Total	28

Table 4.2-2: Infrastructure Production Defects

Jira ID	Created	Infra Team	Description	Status
CA-302919	7/9/2026	Infra GenAI	Fresno Call Summary not Generating - Not Enough Context	Assigned
CA-302853	7/8/2026	Infra Contact Center	When Doing Agent Update in RollOnRollOff Update Quick Email	System Test
CA-302721	7/2/2026	Infra Contact Center	ECCP Agent Profile Showing Duplicate Entries	Assigned
NOW-1517	7/1/2026	Infra ServiceNow	SC_TASK Routing for 'Project Staff Offshore Travel' requests	In Development
GAGR-1031	6/29/2026	Infra GAGR (Client Correspondence)	GA-QR7 BRM Page not generating with Report	Assigned

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	In Assembly Test
CA-302401	6/23/2026	Infra Contact Center	Amazon Quick - Missing some Contact IDs	Assigned
NOW-1503	6/1/2026	Infra ServiceNow	Dashboards NEXT Interface issue	Documenting
CA-301414	5/28/2026	Infra Tech Ops	WPR - Program Trend dashboard not available to users on 05/27/2026	New
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-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)	Pending for Validation
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
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

Jira ID	Created	Infra Team	Description	Status
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

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
06/29/26	06/30/26	STANDARD - Weekly AWS AMI creation Change and Security Updates - Monday (June 29)
06/29/26	06/29/26	Standard Change: ForgeRock DEV DR Release 26.06.29
06/29/26	07/07/26	ECR: Upgrade EMR Serverless Apps from 7.1.0 to 7.13.0 BatPerf Environment
06/30/26	07/01/26	Safelisting 'Ips' of SANS Workforce Security Simulation
06/30/26	06/30/26	Standard Change: CalSAWS (Wordpress) Lower Environment Website Update
06/30/26	06/30/26	STANDARD - Weekly Linux Environment Patching – Tuesday 18:30 - 21:00 (June 30)
06/30/26	06/30/26	CalSAWS Priority Release 26.06.30
07/01/26	07/01/26	ECR : Update the resource base policy and deploy welcome bot latest version to support Call Summary functionality
07/01/26	07/10/26	Enable connectivity from Dynatrace Active gate to CalSAWS, Qlik, and NPrinting
07/01/26	07/10/26	Standardizing WDTIP feature enablement through the WDTIP flag in coreapp-development
07/01/26	07/10/26	Update the validation service API and IAM role
07/01/26	07/03/26	Delete unused bastion host Security Group - OCAT DEV, TEST

DATE (s)		ACTIVITY DESCRIPTION
07/01/26	07/02/26	San Francisco County IOS Upgrade for County Cisco device from IOS current version 17.15.04 to 17.15.05 (Primary Devices)
07/01/26	07/03/26	Update Jenkins Coreapp-Dev Config for new Maven Installation 3.9.16
07/01/26	07/06/26	Remove Forgerock NLB and its associations from AT environments in coreapp-development
07/01/26	07/08/26	Setup CloudWatch monitoring for CARES service - AT6, SYS7, PERF
07/01/26	07/08/26	Create VPC in new account contactcenter-training-napa (#820905680988)
07/01/26	07/08/26	Terraform AWS Provider Version Upgrade to 6.0 POC for AT1 environment in coreapp-development
07/01/26	07/08/26	Create VPC in new account contactcenter-production-napa (#957948932090)
07/01/26	07/08/26	LCA Call Summarization deployment for Santaclara county training account
07/01/26	07/08/26	LCA Call Summarization deployment for Santacruz county training account
07/01/26	07/08/26	Create VPC in new account contactcenter-nonproduction-napa (#959222626591)
07/01/26	07/01/26	Standard Change: ForgeRock AT Release 26.07.01
07/01/26	07/06/26	Create AWS secret for Okta and add environment variables to authorizer function in GAGR Perf
07/01/26	07/01/26	Standard Change: ForgeRock Staging Environment Build 26.07.01
07/01/26	07/08/26	LCA Call Summarization deployment for Monterey county training account
07/01/26	07/06/26	Create secrets for caresat1 in Coreapp-development environment
07/01/26	07/01/26	STANDARD - Weekly Linux Environment Patching - Wednesday 18:30 - 22:30 (July 1)
07/01/26	07/01/26	Upgrade Gold River-project Office Cisco FTD OS on GRFW001 and GRFW002 from 7.4.4 to 7.4.7-50
07/01/26	07/02/26	Add CA-Signed SSL Certificates to AWS-WEST-PE-FW001 and AWS-WEST-PE-FW002 Palo Alto Firewall Platforms
07/01/26	07/01/26	Upgrade LA3 Cisco FTD OS on LA3FW001 and LA3FW002 from 7.4.4 to 7.4.7-50
07/01/26	07/01/26	Upgrade Devoem1-RHEL8 instance type to r8i.2xlarge in coreapp-prdoduction-tools
07/01/26	07/03/26	Upgrade PR-OEM1 instance type to r8i.2xlarge in coreapp-prod
07/01/26	07/01/26	Upgrade Goldcamp Cisco FTD OS on GOLDFW001 and GOLDFW002 from 7.4.2 to 7.4.7-50
07/01/26	07/01/26	TPx (ISP Vendor) Juniper firmware upgrade: Goldcamp
07/01/26	07/01/26	Per CIS Control ID 4414 To disable the ip source-route

DATE (s)		ACTIVITY DESCRIPTION
07/02/26	07/08/26	Standard Change: ForgeRock Testing in SandBox Environment 26.07.02-26.07.08
07/02/26	07/02/26	Delete the preprod cluster from the Confluent Cloud Production (default) environment
07/02/26	07/07/26	Upgrade BicSuite SYS environment to Zope5 and upgrade Python to newer version
07/02/26	07/02/26	Standard Change: ForgeRock AT DR Release 26.07.02
07/02/26	07/02/26	Standard Change: CalSAWS (WordPress) Production Website Plugin Updates
07/02/26	07/02/26	Standard Change: ForgeRock Dev Release 26.07.02
07/02/26	07/02/26	ECR: Reconfig ForgeRock Staging (id-staging) AM & IDM and complete the coreapp-staging environments login functionality.
07/02/26	07/02/26	STANDARD - Weekly Linux Environment Patching – Thursday 18:30 - 20:30 (July 2)
07/02/26	07/02/26	CalSAWS Priority Release 26.07.02
07/02/26	07/02/26	ServiceNow Release 26.07.02 - AskCalSAWS ticket access changes
07/02/26	07/02/26	ForgeRock Production OCI SAML Client Reconfigure
07/02/26	07/03/26	CIS 4406: Hardening of Baseline Configuration for Logging to align with security vulnerability scan recommendation.
07/02/26	07/02/26	Per CiS control id 17884 recommendation, adding terminal lines access-list
07/03/26	07/07/26	June 2026 patching on coreapp-development Oracle Enterprise Manager and agents
07/03/26	07/03/26	STANDARD - Weekly Linux Environment Patching – Friday 18:30 -22:30 (July 3)
07/04/26	07/04/26	STANDARD - Weekly Linux Environment Patching – Saturday 13:30 - 23:00 (July 4)
07/06/26	07/07/26	STANDARD - Weekly AWS AMI creation Change and Security Updates - Monday (July 6)
07/06/26	07/06/26	Lab Devices IOS Upgrade for Cisco LAB (Routers C1111X) from IOS current version 17.15.03 to 17.15.05
07/06/26	07/06/26	Standard Change: ForgeRock DEV DR Release 26.07.06
07/07/26	07/07/26	C9300-Lab Devices IOS Upgrade for Cisco LAB devices from IOS current version 17.15.03 to 17.15.05
07/07/26	07/07/26	Standard Change: CalSAWS (Wordpress) Lower Environment Website Update
07/07/26	07/07/26	STANDARD - Weekly Linux Environment Patching – Tuesday 18:30 - 21:00 (July 7)
07/07/26	07/07/26	CalSAWS Priority Release 26.07.07

DATE (s)		ACTIVITY DESCRIPTION
07/08/26	07/10/26	Enable connectivity from Dynatrace Active gate to dev-nprint (analytics-development)
07/08/26	07/10/26	Napa County IOS Upgrade for County Cisco device from IOS current version 17.15.04c to 17.15.05 (Primary & Secondary)
07/08/26	07/10/26	Whitelist sys8 environment for NOC Team monitoring
07/08/26	07/09/26	Nevada County IOS Upgrade for County Cisco device from IOS current version 17.15.04c to 17.15.05
07/08/26	07/09/26	Placer County IOS Upgrade for County Cisco device from IOS current version 17.15.04c to 17.15.05 (Primary & Secondary)
07/08/26	07/10/26	Shasta County IOS Upgrade for County Cisco device from IOS current version 17.15.04c to 17.15.05 (Primary & Secondary)
07/08/26	07/08/26	Decommission end of Life UPS with failed battery for the Site 36095 San Bernardino
07/08/26	07/10/26	Create "Customer Managed Key" to support eCCP functionality POC
07/08/26	07/09/26	Sonoma County IOS Upgrade for County Cisco device from IOS current version 17.15.04c to 17.15.05 (Primary & Secondary)
07/08/26	07/09/26	Solano County IOS Upgrade for County Cisco device from IOS current version 17.15.04c to 17.15.05 (Primary & Secondary)
07/08/26	07/08/26	STANDARD - Weekly Linux Environment Patching - Wednesday 18:30 - 22:30 (July 8)
07/08/26	07/10/26	Enable connectivity from Dynatrace Active gate to nprint urls (analytics-production)
07/08/26	07/10/26	Implement GuardDuty malware protection for docrepo S3 buckets (Coreapp-Prod and DR)
07/09/26	07/10/26	Monterey County IOS Upgrade for County Cisco device from IOS current version 17.15.04c to 17.15.05
07/09/26	07/09/26	Upgrade ForgeRock Non-Prod Jenkins to v2.555.3-1
07/09/26	07/09/26	Humboldt switch install for site 12003
07/09/26	07/10/26	Gold River Wireless Controller - Moving WLAN Security
07/09/26	07/11/26	ECR: Microsoft added below Endpoints so we will need to allow these through firewall. Currently New workspaces Teams is not working due to this issue.
07/09/26	07/09/26	Standard Change: ForgeRock AT Release 26.07.09
07/09/26	07/09/26	Standard Change: CalSAWS (WordPress) Production Website Plugin Updates
07/09/26	07/09/26	Standard Change: ForgeRock Staging Environment Build 26.07.09
07/09/26	07/09/26	STANDARD - Weekly Linux Environment Patching – Thursday 18:30 - 20:30 (July 9)
07/09/26	07/09/26	CalSAWS Priority Release 26.07.09

DATE (S)		ACTIVITY DESCRIPTION
07/09/26	07/09/26	Update access rules to allow Riverside county new domain controller servers.
07/09/26	07/09/26	ServiceNow Release 26.07.09 - Central - Intel group to be inactivated, and new Contact Center category named Quick and new template to be created
07/09/26	07/09/26	ServiceNow Release 26.07.09
07/09/26	07/10/26	Configure Missing NTP Authentication Key on Cisco 9800 Wireless LAN Controllers of Gold River-Project office
07/10/26	07/10/26	Upgrade ForgeRock Prod Jenkins to v2.555.3-1
07/10/26	07/10/26	Standard Change: ForgeRock AT DR Release 26.07.10
07/10/26	07/10/26	Standard Change: ForgeRock Dev Release 26.07.10
07/10/26	07/10/26	STANDARD - Weekly Linux Environment Patching – Friday 18:30 -22:30 (July 10)
07/10/26	07/10/26	CalSAWS Priority Release 26.07.10
07/11/26	07/11/26	ServiceNow [CSM-DEV] Security Patch: Install Patch 10 Hot Fix 2 on SNC Instance - calsawsdev
07/11/26	07/11/26	ServiceNow [CSM-TEST] Security Patch: Install Patch 10 Hot Fix 2 on SNC Instance - calsawstest
07/11/26	07/11/26	ServiceNow [CSM-TRAINING] Security Patch: Install Patch 10 Hot Fix 2 on SNC Instance - calsawstraining
07/11/26	07/11/26	STANDARD - Weekly Linux Environment Patching – Saturday 13:30 - 23:00 (July 11)
07/12/26	07/12/26	Upgrade Qlik Sense Prod and AdHoc Repository PostgreSQL from 16.9 to 16.14
07/12/26	07/12/26	Failover CDT Traffic from Vacaville to Goldcamp for TPX SD-WAN Firmware Upgrade and Vulnerability Remediation
07/12/26	07/12/26	GAGR CC PROD PUB PUSH and IMPLEMENTED PLAN (IP) for 07/12/26

Table 4.3.1-2: CalSAWS Upcoming Maintenance

DATE (S)		ACTIVITY DESCRIPTION
07/13/26	07/14/26	Sacramento County IOS Upgrade for County Cisco device from IOS current version 17.15.04c to 17.15.05
07/13/26	07/14/26	STANDARD - Weekly AWS AMI creation Change and Security Updates - Monday (July 13)
07/13/26	07/14/26	Lassen County IOS Upgrade for County Cisco device from IOS current version 17.15.04c to 17.15.05
07/13/26	07/13/26	Standard Change: ForgeRock DEV DR Release 26.07.13
07/13/26	07/14/26	El Dorado County IOS Upgrade for County Cisco device from IOS current version 17.15.04c to 17.15.05
07/13/26	07/14/26	Glenn County IOS Upgrade for County Cisco device from IOS current version 17.15.04c to 17.15.05

DATE (S)		ACTIVITY DESCRIPTION
07/13/26	07/14/26	Fresno County IOS Upgrade for County Cisco device from IOS current version 17.15.04c to 17.15.05
07/13/26	07/14/26	Alameda County IOS Upgrade for County Cisco device from IOS current version 17.15.04c to 17.15.05
07/14/26	07/14/26	Standard Change: CalSAWS (Wordpress) Lower Environment Website Update
07/14/26	07/15/26	Yolo County IOS Upgrade for County Cisco device from IOS current version 17.15.04c to 17.15.05
07/14/26	07/15/26	Del Norte County IOS Upgrade for County Cisco device from IOS current version 17.15.04c to 17.15.05
07/14/26	07/15/26	Ventura County IOS Upgrade for County Cisco device from IOS current version 17.15.04c to 17.15.05
07/14/26	07/15/26	Contra Costa County IOS Upgrade for County Cisco device from IOS current version 17.15.04c to 17.15.05
07/14/26	07/14/26	STANDARD - Weekly Linux Environment Patching – Tuesday 18:30 - 21:00 (July 14)
07/15/26	07/17/26	GA/GR Exstream Flexnet Publisher License Software Version Update - Non-Prod
07/15/26	07/17/26	Fix the connectivity between dev-test-job-executor EC2 instance and Splunk Cloud
07/15/26	07/17/26	San Mateo County IOS Upgrade for County Cisco device from IOS current version 17.15.04c to 17.15.05 (Primary & Secondary)
07/15/26	07/16/26	Non-PROD: Update June 2026 Pitney Bowes Spectrum EGM Data Set
07/15/26	07/17/26	Enable connectivity from databricks-development account to Masked ODB
07/15/26	07/17/26	Update Trust Relationship policy for "Contact_Center_Lambda_API_Role" Role in coreapp-development account
07/15/26	07/17/26	Add to cstg-scheduler.coreapp-staging.aws.calsaws.net to workspaces-tech-batch-operations-egress-whitelist
07/15/26	07/17/26	Enable connectivity from Dynatrace Active gate to batperf2.calsaws.net
07/15/26	07/17/26	Add BatchAccess EC2 tag for dev-job-executor instance in analytics-development account
07/15/26	07/17/26	Replace unstable IP address for Confluent to Qlik traffic for CH4 environment in coreapp-development
07/15/26	07/17/26	Create the secret required for Qualys Scan connection in coreapp-staging
07/15/26	07/17/26	Create Secrets for Analytics Users in SRCALY DB in CoreApp Dev
07/15/26	07/17/26	Whitelist URLs for offshore workspaces to activate Snagit as part of RITM0116420
07/15/26	07/16/26	Santa Clara County IOS Upgrade for County Cisco device from IOS current version 17.15.04c to 17.15.05 (Primary & Secondary)
07/15/26	07/17/26	Orange County IOS Upgrade for County Cisco device from IOS current version 17.15.04c to 17.15.05 (Primary & Secondary)
07/15/26	07/16/26	Mendocino County IOS Upgrade for County Cisco device from IOS current version 17.15.04c to 17.15.05 (Primary & Secondary)

DATE (S)		ACTIVITY DESCRIPTION
07/15/26	07/17/26	Marin County IOS Upgrade for County Cisco device from IOS current version 17.15.04c to 17.15.05 (Primary & Secondary)
07/15/26	07/16/26	Madera County IOS Upgrade for County Cisco device from IOS current version 17.15.04c to 17.15.05 (Primary & Secondary)
07/15/26	07/16/26	Santa Barbara County IOS Upgrade for County Cisco device from IOS current version 17.15.04c to 17.15.05 (Primary & Secondary)
07/15/26	07/17/26	San Luis Obispo County IOS Upgrade for County Cisco device from IOS current version 17.15.04c to 17.15.05 (Primary & Secondary)
07/15/26	07/15/26	STANDARD - Weekly Linux Environment Patching - Wednesday 18:30 - 22:30 (July 15)
07/15/26	07/15/26	AWSWLC001 - Moving WLAN Security
07/15/26	07/16/26	Enable county connection AT9 (masked) environment
07/15/26	07/15/26	IOS Upgrade for AWSWLC001 - 17.15.5
07/15/26	07/17/26	Create the secrets required for Qualys Scan connection in coreapp-county
07/15/26	07/17/26	Create the secrets required for Qualys Scan connection in coreapp-Production-Tools
07/15/26	07/15/26	Delete F5 configuration for test-adhoc-reports.calsaws.net requested by AWS Infra.
07/15/26	07/15/26	Per CiS control id 4421 - Unicast Reverse_Path forwarding needs to be implemented on 35004sw002
07/15/26	07/17/26	Create the secrets required for Qualys Scan connection in coreapp-DR
07/16/26	07/17/26	Upgrade Invicti software from 26.4.1 to 26.6.2
07/16/26	07/16/26	Standard Change: ForgeRock Staging Environment Build 26.07.16
07/16/26	07/16/26	Standard Change: CalSAWS (WordPress) Production Website Plugin Updates
07/16/26	07/16/26	Standard Change: ForgeRock AT Release 26.07.16
07/16/26	07/16/26	Fix SHA1 deprecated setting for SSH - GRLABSW001
07/16/26	07/16/26	Update SolarWinds Software: 2026.1.1 -> 2026.2.1
07/17/26	07/17/26	Standard Change: ForgeRock AT DR Release 26.07.17
07/17/26	07/17/26	Standard Change: ForgeRock Dev Release 26.07.17
07/18/26	07/18/26	ServiceNow [CSM-PRODUCTION] Security Patch: Install Patch 10 Hot Fix 2 on SNC Instance - calsawsprod
07/19/26	07/19/26	CalSAWS Release 26.07

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 26.07.12	07/12/2026
Priority Release 26.07.10	07/10/2026

RELEASE NUMBER	DEPLOYMENT DATE
Priority Release 26.07.09	07/09/2026
Priority Release 26.07.07	07/07/2026
Priority Release 26.07.02	07/02/2026
Priority Release 26.06.30	06/30/2026
Priority Release 26.06.29	06/29/2026

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	CalFeeds	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	Unavailable	Reduced Availability	Unavailable	Unavailable	Unavailable	Unavailable	Unavailable	Unavailable	Unavailable	Unavailable	CIT 0111-26 Broadcast Email	6/29/2026 7/6/2026
BenefitsCal Release 26.07.19	07/19/26	8:00 AM	07/19/26	9:30 AM	Available	Unavailable	Unavailable	Unavailable	Unavailable	Unavailable	Unavailable	Unavailable	Unavailable	Unavailable	Broadcast Email	7/6/2026
Imaging (Hyland) Maintenance	07/24/26	10:00 PM	07/25/26	1:00 AM	Available	Available	Unavailable	Unavailable	Unavailable	Unavailable	Unavailable	Unavailable	Unavailable	Unavailable	Broadcast Email	TBD
Adhoc Reporting Database Maintenance	07/26/26	12:00 PM	07/26/26	4:00 PM	Available	Available	Available	Available	Unavailable	Unavailable	Unavailable	Unavailable	Unavailable	Unavailable	CIT 00XX-26 Broadcast Email	TBD TBD
Production Maintenance	07/26/26	2:00 PM	07/26/26	6:30 PM	Unavailable	Reduced Availability	Unavailable	Unavailable	Unavailable	Unavailable	Unavailable	Unavailable	Unavailable	Unavailable	CIT 00XX-26 Broadcast Email	TBD TBD
BenefitsCal Release 26.07.30	07/30/26	8:00 PM	07/30/26	9:30 PM	Available	Unavailable	Unavailable	Unavailable	Unavailable	Unavailable	Unavailable	Unavailable	Unavailable	Unavailable	Broadcast Email	TBD
IAM (ForgeRock) Maintenance	07/31/26	10:00 PM	08/01/26	2:00 AM	Unavailable	Unavailable	Unavailable	Unavailable	Unavailable	Unavailable	Unavailable	Unavailable	Unavailable	Unavailable	CIT 00XX-26 Broadcast Email	TBD 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:

- 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 functionality successfully activated.
 - HAM tasks fully completed. No further action needed.
- Software Asset Management (SAM)
 - SAM Transition to Infrastructure End Users in progress

7.2 Oracle Database@AWS Migration

- Continuing to execute daily Oracle Working sessions.
- ForgeRock integration for OCI was completed.
- EDR County reporting testing completed. Preparing for deployment.
- Non-prod DB migration in progress.

7.3 Communications Portal

- Phase 1 Implementation complete.
- Phase 2 Sprint 5 is complete.
- Phase 2 is complete and changes are deployed in production.
- Project is completed, delivered, and transitioned to operations.

7.4 Analytics

- Databricks Dev & QA Environments validation completed by M&E. STG Environment validation is in progress, ETA 07/15/2026.
- Power BI workspace for counties is in progress.

7.5 Contact Center Modernization Phase 1 – eGain Replacement

- Hypercare WIP – Ending on July 13th.
- Closeout of project expected July 13th.

7.6 IAM Replacement

- Working on integration of development Okta Workforce and Auth0 environments.
- Developing automated deployment scripts to deploy configuration to other non-prod environments.

- Working on testing of Delegated Admin configuration.

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-302959	7/10/2026	Infra GAGR	Alternate Print SpringBoot Upgrade	New
CA-302955	7/10/2026	Infra GAGR	Return Mail SpringBoot Upgrade	New
CA-302930	7/9/2026	Infra GenAI	Call Summary - Classify Callbacks as Outbound	New
CA-302929	7/9/2026	Infra Contact Center	San Mateo - Update PCS distribution list	In Development
CA-302910	7/9/2026	Infra Contact Center	San Bernardino set up for welfare to work (WTW) worker look up	New
CA-302836	7/7/2026	Infra Imaging	Titan - Upgrade Hyland AT2 to Perceptive Titan	New
NOW-1522	7/6/2026	Infra ServiceNow	Updates to Hardware Asset Table	In Development
CA-302724	7/2/2026	Infra GenAI	Call Summary - Account for transferring agent/translator	New
CA-302723	7/2/2026	Infra GenAI	Call Summary - Voter Registration verbiage update	New
CA-302713	7/2/2026	Infra Central Print	Return Mail Scanning - Handle multiple input files	Design in Progress
GAGR-1032	7/2/2026	Infra GAGR (Client Correspondence)	Update Java Documentation in the code base	New
NOW-1519	7/1/2026	Infra ServiceNow	INCs should not go to Tech Ops	Pending for Validation
NOW-1518	7/1/2026	Infra ServiceNow	ServiceNow - Incident Assignment Group Update	In Development
NOW-1516	7/1/2026	Infra ServiceNow	SLA change for incident category BenefitsCal > Suspicious Activity	Pending for Validation
CA-302592	6/30/2026	Infra Imaging	Titan - Upgrade Hyland AT1 to Perceptive Titan	Pending Approval
CA-302488	6/25/2026	ServiceNow	SF-01-2026 GWT – ServiceNow Integration between San Francisco and CalSAWS	New

JIRA ID	CREATED	INFRA TEAM	DESCRIPTION	STATUS
CA-302362	6/22/2026	Infra Contact Center	LA County - IVR - Welcome page call flow update	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	In Development
CA-301927	6/11/2026	Infra Contact Center	ACW update in eCCP to update all ACW channels	In Assembly Test
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	Design in Progress
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
CA-301571	6/2/2026	Infra Contact Center	Validate and Adjust Contact Center Logging gaps	New
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	GA/GR SpringBoot Upgrade	Design in Progress
CA-301245	5/21/2026	Infra Imaging	Update the Default Columns Displayed in Imaging	Committee Review
GAGR-1017	5/20/2026	Client Correspondence	Send correct Appointment ID/Time data to Exstream CC Service for GAGR Program	New
NOW-1502	5/18/2026	Infra ServiceNow	Notifications for Software expirations in SAM module	To Do

JIRA ID	CREATED	INFRA TEAM	DESCRIPTION	STATUS
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	Design in Progress
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	Test Complete
NOW-1499	5/5/2026	Infra ServiceNow	AskCalSAWS Updates (2026)	Documenting
CA-300589	4/30/2026	Infra Cloud Ops	Address normalization to connect to Melissa Data	Design in Progress
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	Pending Approval
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
CA-300293	4/22/2026	Infra Contact Center	Add Civil Rights (PUB 13) Recording to Agent Quick Connect	New
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	Approved

JIRA ID	CREATED	INFRA TEAM	DESCRIPTION	STATUS
CA-299638	4/8/2026	Infra GenAI	Call summarization - Group 3B	Approved
CA-299637	4/8/2026	Infra GenAI	Call summarization - Group 3A	Approved
CA-299636	4/8/2026	Infra GenAI	Call summarization - Group 2C	Approved
CA-299635	4/8/2026	Infra GenAI	Call summarization - Group 2B	Approved
CA-299634	4/8/2026	Infra GenAI	Call summarization - Group 2A	Approved
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	Design in Progress
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
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

JIRA ID	CREATED	INFRA TEAM	DESCRIPTION	STATUS
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	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	Design in Progress
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	System Test
CA-298001	2/19/2026	Infra GenAI	Call summarization - Group 1B	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	Test Complete
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	Design in Progress

JIRA ID	CREATED	INFRA TEAM	DESCRIPTION	STATUS
			Implementation-wave 4 - San Bernardino, Kings, Monterey & Orange	
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-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
CA-296933	1/7/2026	Infra Contact Center	Call me/web chat integration refactoring	New
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 Dispatatch 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 Assembly Test
CA-296397	12/10/2025	Infra Contact Center	Documentation: Interactive Voice Response IVR Functionalities	Design in Progress
CA-296296	12/5/2025	Infra Imaging	Enhance the handling of BenefitsCal document uploads to link to a case based on the form name	New

JIRA ID	CREATED	INFRA TEAM	DESCRIPTION	STATUS
CA-296141	12/2/2025	Infra Contact Center	Santa Clara Contact Center - Turn on Post Call Survey Functionality	Approved
CA-296011	11/24/2025	Infra Imaging	Barcode images splitting into multiple documents	New
CA-295926	11/20/2025	Infra Contact Center	Annual Update of Telephonic Signature Rights and Responsibilities 2026	New
CA-295731	11/12/2025	Infra Tech Ops	Upgrade Kafka and Schema Registry clients to supported Confluent v7.8.4	Test Complete
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
CA-294588	9/19/2025	Consortium	Communication Portal – Phase 2	Test Complete
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-	New

JIRA ID	CREATED	INFRA TEAM	DESCRIPTION	STATUS
			Service Integrated Voice Response (IVR)	
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	System 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
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

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
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	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	Design in Progress

JIRA ID	CREATED	INFRA TEAM	DESCRIPTION	STATUS
			CalSAWS environments and GAGR Correspondence Service	
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
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

JIRA ID	CREATED	INFRA TEAM	DESCRIPTION	STATUS
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	Test Complete
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

JIRA ID	CREATED	INFRA TEAM	DESCRIPTION	STATUS
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-276396	4/10/2024	Infra Contact Center	Adding ability to reference AWS s3 stored prompts in the "Emergency Messages" - Admin Page	New
CA-276393	4/10/2024	Infra Contact Center	Adding ability to reference AWS s3 stored prompts in the "Queue Hold Messages" - Admin Page – to allow for WAV files and foreign language handling.	New
CA-276392	4/10/2024	Infra Contact Center	Adding ability to reference AWS s3 stored prompts in the "Informational Messages" - Admin Page	New
CA-276390	4/10/2024	Infra Contact Center	Message-On-Hold (MOH) management on Admin Page by Queue	In Development
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

JIRA ID	CREATED	INFRA TEAM	DESCRIPTION	STATUS
CA-274373	2/20/2024	Infra Contact Center	Assessment to automate all RPA, Post Call Survey and voice bots reports.	New
CA-273899	2/7/2024	Infra Contact Center	PFR - Calabrio - Ability to live monitor multiple workers at a time	New
CA-273894	2/7/2024	Infra Contact Center	Ability to skill staff with more than one routing profile	New
CA-273487	1/30/2024	Infra Contact Center	Queue Limits Page drop down to view more than 10 per page	New
CA-273471	1/30/2024	Infra Contact Center	Roll-on/off eCCP Admin Page enhance search feature	New
CA-273448	1/30/2024	Infra Contact Center	Quick Connect Admin Page Updates	New
CA-273447	1/30/2024	Infra Contact Center	Teams (units) copy from AWS to eCCP	New
CA-273446	1/30/2024	Infra Contact Center	CSC IVR Call Limits	Design in Progress
CA-273442	1/30/2024	Infra Contact Center	Update eCCP to expose AWS CCP Headset Options	New
CA-273439	1/30/2024	Infra Contact Center	Remove wait time from IVR and replace with position in line	New
CA-273252	1/25/2024	Infra Contact Center	Update Agent Status if eCCP times out while in specific statuses.	New
CA-273209	1/24/2024	Infra Contact Center	Add a Pending Not Ready Status to the eCCP	New
CA-272919	1/17/2024	Infra Contact Center	Reconfigure Queue Assignment in Contact Flows	New
CA-270818	11/20/2023	Infra Contact Center	Add a Static Dial Pad on eCCP	New
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	New

JIRA ID	CREATED	INFRA TEAM	DESCRIPTION	STATUS
			Amount Higher Than Income	
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	Design in Progress
CA-302959	7/10/2026	Infra GAGR	Alternate Print SpringBoot Upgrade	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**

