

CalSAWS

California Statewide Automated Welfare System



Bi-Weekly Status Report

CalSAWS Infrastructure

Reporting Period: July 13, 2026 – July 26, 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 39 active Infrastructure Production defects.
Incidents	RESOLVED: PRB0053845 – As of 8:00 AM on July 22, 2026, Multiple sites from San Bernardino, may experience slowness when accessing CalSAWS and associated systems due to a local internet outage. San Bernardino County users at the following sites may experience intermittent slowness when accessing CalSAWS and associated systems until the issue is resolved. San Bernardino 860 Brier Dr, San Bernardino 825 E Hospitality Ln, San Bernardino 1504 S Gifford Ave, San Bernardino 9655 9th Ave Hesperia, San Bernardino The local internet provider, Frontier Communication, is experiencing a service disruption due to a fiber cut impacting connectivity and is actively working to resolve the issue. There is currently no estimated time of restoration. The project team continues to monitor updates from the internet provider, and an update will be provided when the issue is resolved. As of 1:13 PM on July 23, 2026, the issue has been resolved by Frontier. Users are now able to access CalSAWS and associated systems at normal speed. RESOLVED: PRB0053846 – As of 8:41 AM on July 22, 2026, Riverside County users at the 1225 W Hobsonway, Blythe site are unable to access CalSAWS and associated systems. Riverside County users at the Blythe site will experience issues accessing CalSAWS and associated systems until the issue is resolved. The CalSAWS project team is investigating the issue with the Telecommunication provider (TPx). An update will be provided when additional information becomes available. As of 10:06 AM on July 22, 2026, the issue has been resolved. A local county contact confirmed users are able to access CalSAWS and associated systems.

TOPIC	HIGHLIGHTS FOR THE REPORTING PERIOD
	▪ RESOLVED: PRB0053847 – As of 8:05 AM on July 22, 2026, Users are unable to scan documents using the CalSAWS lobby kiosk. Users will not be able to scan documents using the CalSAWS lobby kiosk until the issue is resolved. The CalSAWS project team has identified the cause of the issue and is actively working to remediate the issue. An update will be provided when the issue is resolved. Update: The issue has been remediated by the project team. If users still encounter issues scanning documents, the project team recommends a restart of the lobby kiosk and reattempt to scan the documents. As of 11:48 AM on July 22, 2026, the issue has been resolved. Users are able to scan documents using the CalSAWS lobby kiosk. ▪ RESOLVED: PRB0053825 – As of 8:25 AM on July 20, 2026, Some Classification Titles are blank and are unavailable for selection on the Staff Detail page. Impacted Classification Titles will be blank on the Staff Detail Page, associated forms, and reports. Additionally, the correct titles will be unavailable for selection on the Staff Detail page until the issue is resolved. The CalSAWS project team is actively investigating the issue. Defect CA-303211 has been created to address this issue. An update will be provided when the issue is resolved. As of 6:05 PM on July 20, 2026, the issue has been resolved with the deployment of Defect CA-303211 on July 20, 2026. The impacted Classification Titles are visible and available for selection on the Staff Detail page. ▪ RESOLVED: PRB0053829 – As of 8:22 AM on July 20, 2026, Fresno County users at the 333 W Pontiac Way, Clovis site are unable to access CalSAWS and associated systems due to County Wide Network outage. Fresno County users at the Clovis site will experience issues accessing CalSAWS and associated systems until the issue is resolved. The Fresno County IT team is investigating the issue. There is currently no estimated time of restoration. An update will be provided when additional information becomes available. As of 4:50 PM on July 20, 2026, the issue has been resolved. Users are able to access CalSAWS and associated systems. ▪ RESOLVED: PRB0053816 – As of 3:23 PM on July 16, 2026, Siskiyou County users at the 818 S Main St and 2060 Campus Dr, Yreka sites may experience slowness when accessing CalSAWS and associated systems. Siskiyou County users at the Yreka sites may experience intermittent slowness when accessing CalSAWS and associated systems until the issue is resolved. The CalSAWS project team is working with the telecommunication provider (TPx) to investigate the intermittent issue. An update will be provided when additional information becomes available. As of 2:12 AM on July 17, 2026, the issue has been resolved by the local internet provider, AT&T. TPx advised there was a local AT&T outage affecting the area. AT&T located an issue with their hardware and remediated the problem. The project team monitored for stability at the Yreka sites. Users are able to access CalSAWS and associated systems at normal speed.

TOPIC	HIGHLIGHTS FOR THE REPORTING PERIOD
	▪ RESOLVED: PRB0053803 – As of 9:26 AM on July 14, 2026, Siskiyou County users at the 818 S Main St, Yreka site are unable to access CalSAWS and associated systems. Siskiyou County users at the Yreka site will experience issues accessing CalSAWS and associated systems until the issue is resolved. As of 10:23 AM on July 14, 2026, the issue is resolved. The CalSAWS project team investigated the issue and were able to revert a change that caused the issue. Users are now able to access CalSAWS and associated systems. ▪ RESOLVED: PRB0053789 – As of 11:03 AM on July 12, 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 telecommunication provider (TPx) investigated the issue and advised the Perris site was impacted by a Spectrum local internet outage over the weekend. The outage has been resolved, however, the Spectrum equipment at the site is still down. There is currently no estimated time of restoration (ETR), a Spectrum technician is being coordinated with the county to restore site connectivity. There is currently no estimated time of restoration. An update will be provided when additional information becomes available. As of 11:41 AM on July 13, 2026, the issue has been resolved. Connectivity at the site has been restored. An issue was found with a UPS during the Spectrum outage which has since been remediated. Users are able to access CalSAWS and associated systems. ▪ RESOLVED: 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. As of 6:12 PM on July 10, 2026, the issue has been resolved with the deployment of Defect CA-302957. Users are now able to use the “outbound form IVR” Call method for Telephonic Signatures on the Electronic Signature page in CalSAWS without issue.

TOPIC	HIGHLIGHTS FOR THE REPORTING PERIOD
Maintenance/ Deployments	07/14/2026: Deployment – Priority Release 26.07.14 (CHG0060425) 07/19/2026: Deployment – Baseline Release 26.07 (CHG0060313) 07/20/2026: Deployment – Priority Release 26.07.20 (CHG0060514) 07/21/2026: Deployment – Priority Release 26.07.21 (CHG0060522) 07/22/2026: Deployment – Priority Release 26.07.22 (CHG0060534) 07/23/2026: Deployment – Priority Release 26.07.23 (CHG0060560) 07/24/2026: Deployment – Priority Release 26.07.24 (CHG0060568) 07/24/2026: Maintenance – Imaging (Hyland) 07/26/2026: Maintenance – CalSAWS Ad-Hoc Reporting Database 07/26/2026: Maintenance – CalSAWS Production Maintenance
Milestones	- Seven (7) Production Deployments during this reporting period. - One Hundred Thirty-Two (132) 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	Submit FDEL 07/27/2026

3 COMMUNICATIONS MANAGEMENT

This section includes communications distributed and outage notifications.

3.1 Distributed Communications

CalSAWS Communications Management activities are included on the following table.

Table 3.1-1: Communications

CATEGORIES	SUBJECT	COUNT	Distribution Date (s)
CIT	CIT 0120-26 Scheduled Downtime Notification – 07/26/2026	2	07/15/2026
	CIT 0122-26 Scheduled Downtime Notification – 07/31/2026		07/17/2026
Scheduled CalSAWS Maintenance	CalSAWS Broadcast >> Scheduled CalSAWS Maintenance >> CalSAWS Identity and Access Management Solution	5	07/22/2026

CATEGORIES	SUBJECT	COUNT	Distribution Date (s)
	(ForgeRock) - 7/31/2026, 10:00 PM to 2:00 AM		
	CalSAWS Broadcast >> Scheduled CalSAWS Maintenance – 07/16/2026, 6:00 AM to 1:00 PM – Update		07/16/2026
	CalSAWS Broadcast >> Scheduled CalSAWS Maintenance - 7/26/2026, 2:00 PM to 6:30 PM		07/16/2026
	CalSAWS Broadcast >> Scheduled CalSAWS Maintenance >> CalSAWS Adhoc Reporting Database - 7/26/2026, 12:00 PM to 4:00 PM		07/16/2026
	CalSAWS Broadcast >> Scheduled CalSAWS Maintenance >> CalSAWS Imaging Solution (Hyland) Maintenance - 7/24/2026, 10:00 PM to 1:00 AM		07/15/2026
Scheduled BenefitsCal Maintenance	CalSAWS Broadcast >> Scheduled BenefitsCal Maintenance – 07/21/2026, 8:00 PM to 9:30 PM	2	07/21/2026
	CalSAWS Broadcast >> Scheduled BenefitsCal Maintenance – 07/19/2026, 7:00 AM to 8:30 AM - Update		07/16/2026
Scheduled EBT Maintenance	None		
CalSAWS County Executive Communications	Resolved – CalSAWS County Executive Communication – Riverside County – Blythe Site – CalSAWS Access Issue	6	07/22/2026
	New – CalSAWS County Executive Communication – Riverside County – Blythe Site – CalSAWS Access Issue		07/22/2026
	Resolved – CalSAWS County Executive Communication – Siskiyou County – Yreka Site – CalSAWS Access Issue		07/14/2026
	Resolved – CalSAWS County Executive Communication – Riverside County – Perris Site – CalSAWS Access Issue		07/13/2026
	Update – CalSAWS County Executive Communication – Riverside County – Perris Site – CalSAWS Access Issue		07/13/2026

CATEGORIES	SUBJECT	COUNT	Distribution Date (s)
	New – CalSAWS County Executive Communication – Riverside County – Perris Site – CalSAWS Access Issue		07/13/2026
Issue Notification	Resolved – PRB0053665 --- Resolved – PRB0053847 Update – PRB0053847 Resolved – PRB0053829 Resolved – PRB0053846 New – PRB0053847 New – PRB0053846 New – PRB0053845 --- Resolved – PRB0053825 --- New – PRB0053825 New – PRB0053829 --- Resolved – PRB0053816 --- New – PRB0053816 --- Resolved – PRB0053803 --- Resolved – PRB0053789 Resolved – PRB0053784 New – PRB0053789	17	07/23/2026 --- 07/22/2026 07/22/2026 07/22/2026 07/22/2026 07/22/2026 07/22/2026 07/22/2026 --- 07/21/2026 --- 07/20/2026 07/20/2026 --- 07/17/2026 --- 07/16/2026 --- 07/14/2026 --- 07/13/2026 07/13/2026 07/13/2026
Priority Release Requests for Approval	Priority Release 26.07.14 (CHG0060425) Baseline Release 26.07 (CHG0060313) Priority Release 26.07.20 (CHG0060514) Priority Release 26.07.21 (CHG0060522) Priority Release 26.07.22 (CHG0060534) Priority Release 26.07.23 (CHG0060560) Priority Release 26.07.24 (CHG0060568)	7	07/14/2026 07/19/2026 07/20/2026 07/21/2026 07/22/2026 07/23/2026 07/24/2026

CATEGORIES	SUBJECT	COUNT	Distribution Date (s)
Informational Alert	CalSAWS Informational Alert >> Training Updates Preview Document – July 2026	4	07/14/2026
	CalSAWS Informational Alert >> EDR/APEX Users may Experience Slowness Due to Large Data Update – CalSAWS 26.07 Release		07/14/2026
	CalSAWS Informational Alert >> Early Batch Start on Saturday 7/18/2026		07/14/2026
	Informational Alert – CalSAWS 2026 – 2028 Deployment Schedule Update		07/13/2026
CalSAWS	Daily Health Report	10	07/24/2026 07/23/2026 07/22/2026 07/21/2026 07/20/2026 07/17/2026 07/16/2026 07/15/2026 07/14/2026 07/13/2026

Table 3.1-2: Enhanced Communications

CATEGORY	SUBJECT	COUNT	DISTRIBUTION DATE (S)
None			

3.2 Planned Outages

The following table lists the planned outage communications.

Table 3.2-1: Planned Outage Communications

SYSTEM	PURPOSE	TIMEFRAME	IMPACT	CIT DATE	CALSAWS BROADCAST DATE
CalSAWS	CalSAWS Release 26.07	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 Update - 07/16/2026

SYSTEM	PURPOSE	TIMEFRAME	IMPACT	CIT DATE	CALSAWS BROADCAST DATE
BenefitsCal	BenefitsCal Release 26.07.19	07/19/2026 7:00 AM to 8:30 AM	BenefitsCal will be unavailable during this time.	CIT 0111-26 06/29/2026	07/06/2026 Update - 07/16/2026
BenefitsCal	BenefitsCal Release 26.07.21	07/21/2026 8:00 PM to 9:30 PM	BenefitsCal will be unavailable during this time.		07/21/2026
CalSAWS Imaging	Imaging Solution (Hyland) Maintenance	07/24/2026 10:00 PM to 07/25/2026 1:00 AM	Imaging will be unavailable during this time.		07/15/206
CalSAWS Ad hoc Reporting	CalSAWS Ad hoc Reporting Database maintenance	07/26/2026 12:00 PM to 4:00 PM	CalSAWS Ad hoc Reporting will be unavailable during this time.	CIT 0120-26 07/15/2026	07/16/2026
CalSAWS	CalSAWS Maintenance	07/26/2026 2:00 PM to 6:30 PM	CalSAWS users will be redirected to a read-only version during the outage.	CIT 0120-26 07/15/2026	07/16/2026
CalSAWS	Identity and Access Management Solution (ForgeRock) maintenance	07/31/2026 10:00 PM to 08/01/2026 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 0122-26 07/16/2026	07/22/2026

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
0120-26	Scheduled Downtime Notification – 07/26/2026	Informational	07/15/2026	Communications .Infrastructure	Pete Quijada

CIT ID	SUBJECT	CATEGORY	DISTRIBUTION DATE	PRIMARY CALSAWS CONTACT	BACKUP CALSAWS CONTACT
0122-26	Scheduled Downtime Notification – 07/31/2026	Informational	07/17/2026	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

ID	DESCRIPTION	STATUS
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	Completed
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

ID	DESCRIPTION	STATUS
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
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

ID	DESCRIPTION	STATUS
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
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

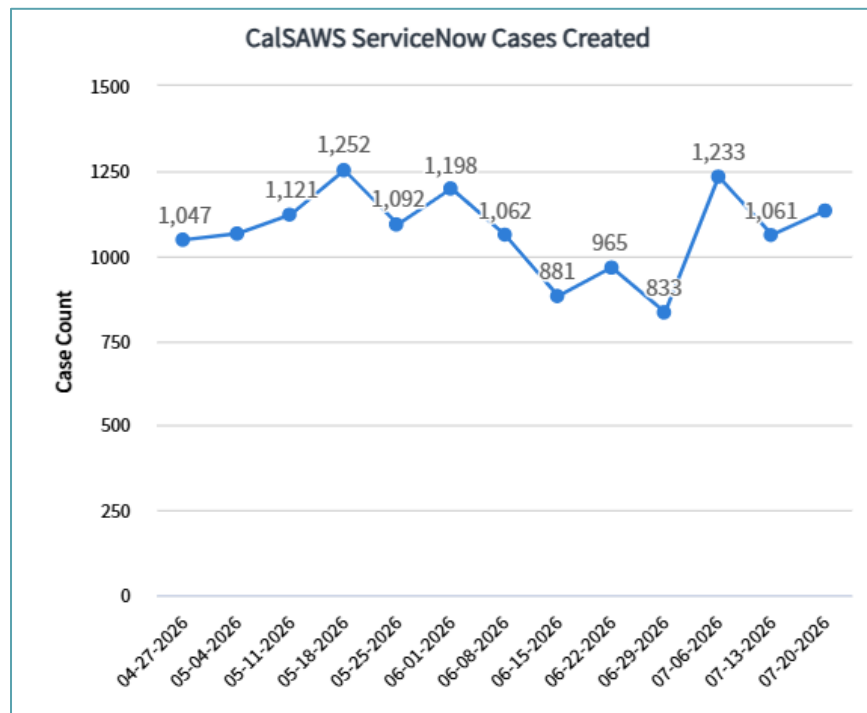


Figure 4.1.1: CalSAWS ServiceNow Cases per Week Created

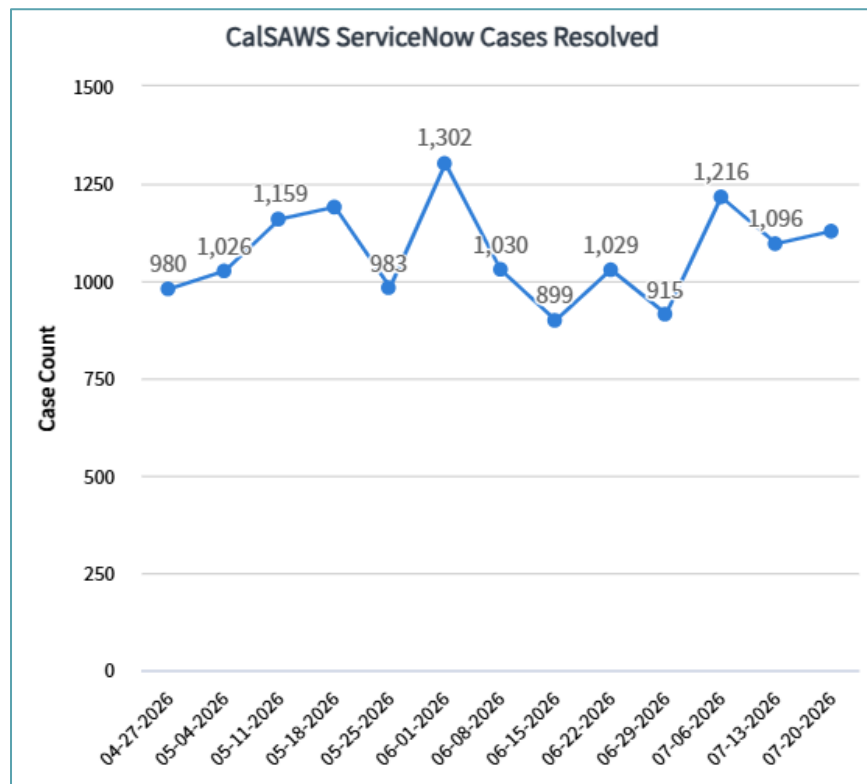


Figure 4.1.1-4.1.2: CalSAWS ServiceNow Cases per Week Resolved

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.

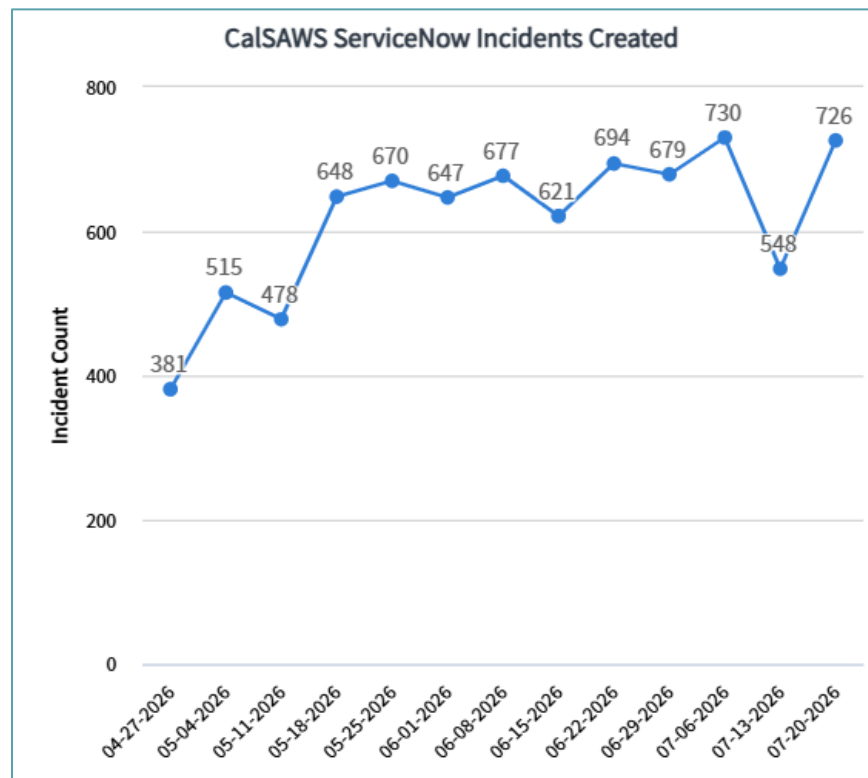


Figure 4.1.3: CalSAWS ServiceNow Incidents Created

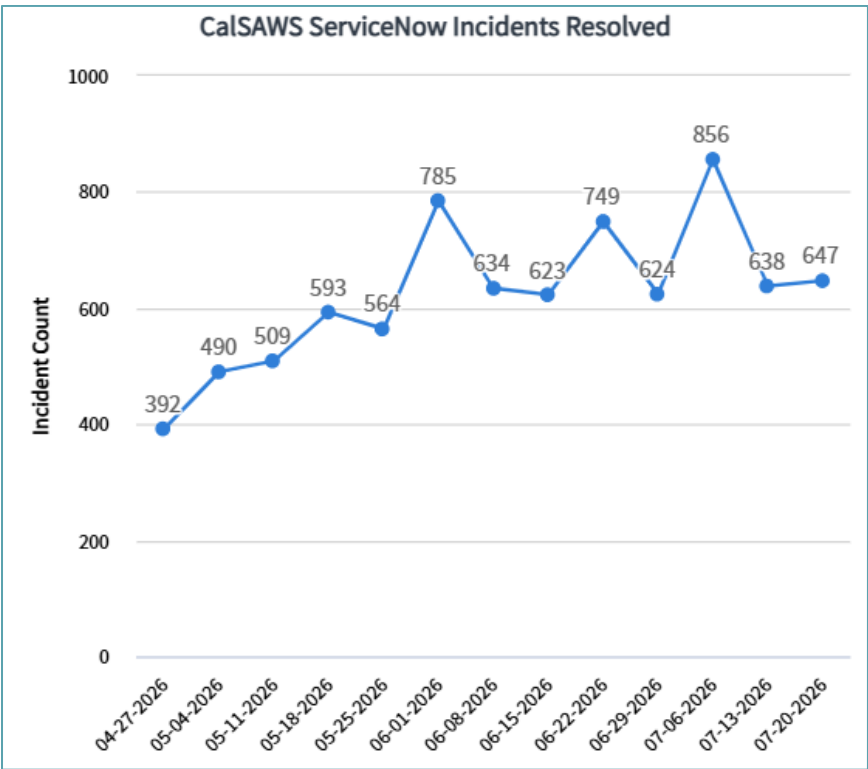


Figure 4.1.1-4.1.4: CalSAWS ServiceNow Incidents Resolved

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.

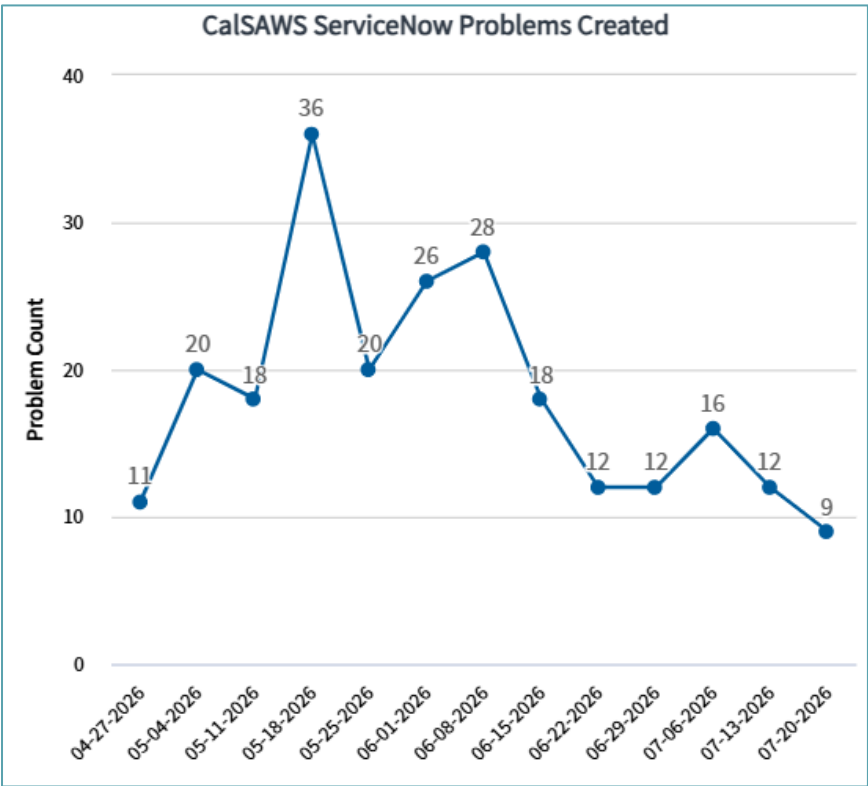


Figure 4.1.1-4.1.5: CalSAWS ServiceNow Problems Created

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.

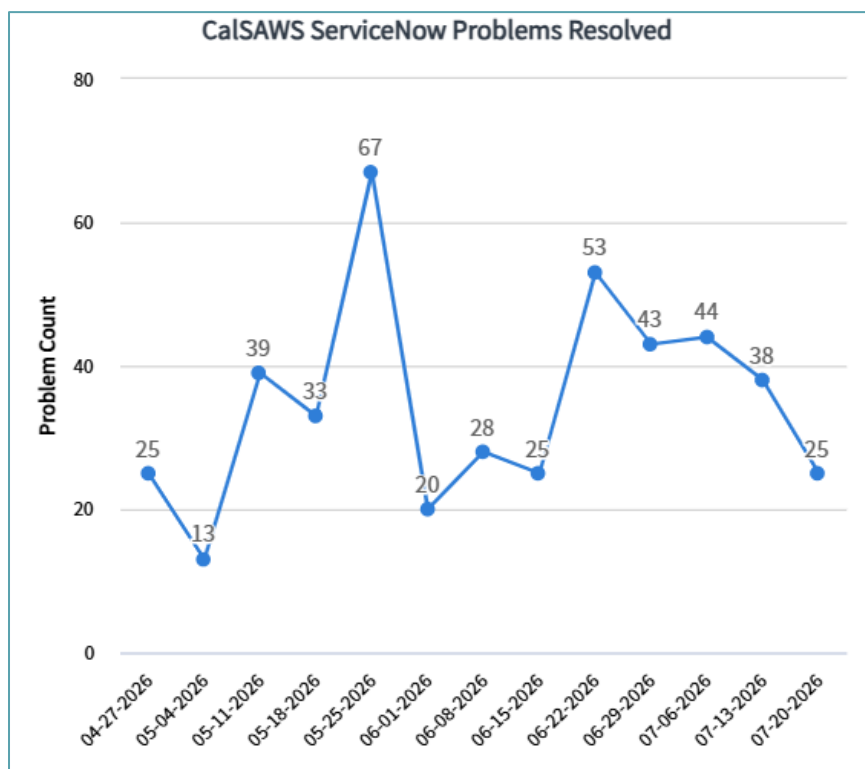


Figure 4.1.1-4.1.6: CalSAWS ServiceNow Problems Resolved

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	35	76	3	0	3	8	9	3	137
IN PROGRESS	2	65	20	5	15	39	57	14	217
ON HOLD	0	52	22	24	84	84	122	53	441
RESOLVED	4	392	280	358	183	62	56	17	1352
CLOSED	16	9	3	53060	106679	19023	13128	3690	195608
PROBLEM IN DIAGNOSIS	0	0	0	0	1	0	0	1	2
TOTAL	57	594	328	53447	106965	19216	13372	3778	197757

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.

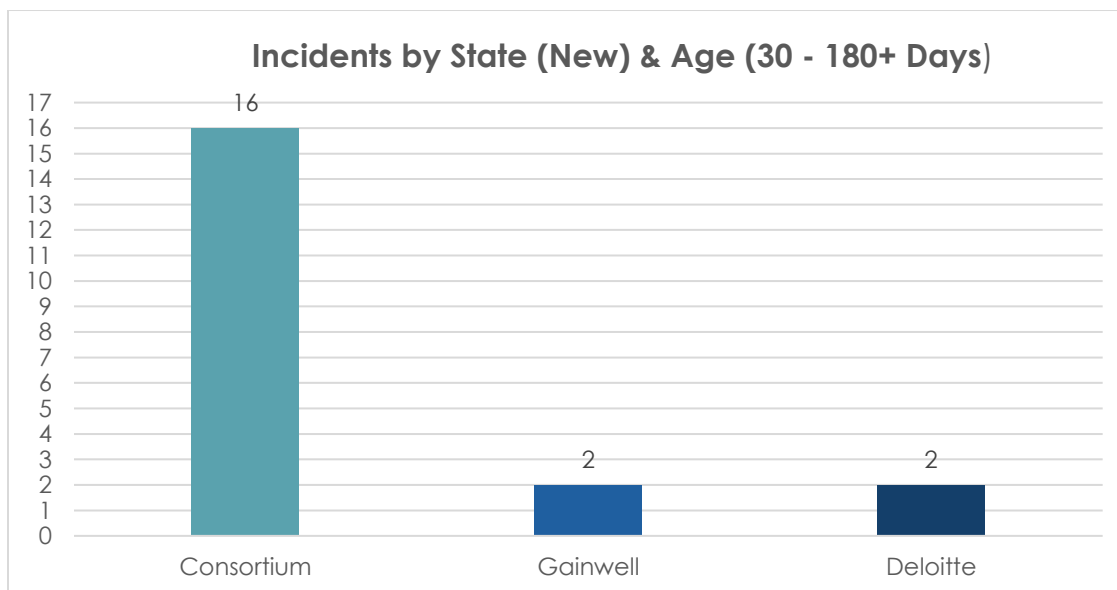


Figure 4.1.1-4.1.7: CalSAWS ServiceNow Incidents by State (New) and Age (30 – 180+ Days)

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

ORGANIZATION	SERVICE DESK INCIDENTS	INFRASTRUCTURE INCIDENTS	TOTAL INCIDENTS
Consortium	16	0	16
Gainwell	2	0	2
Deloitte	2	0	2
Total	20	0	20

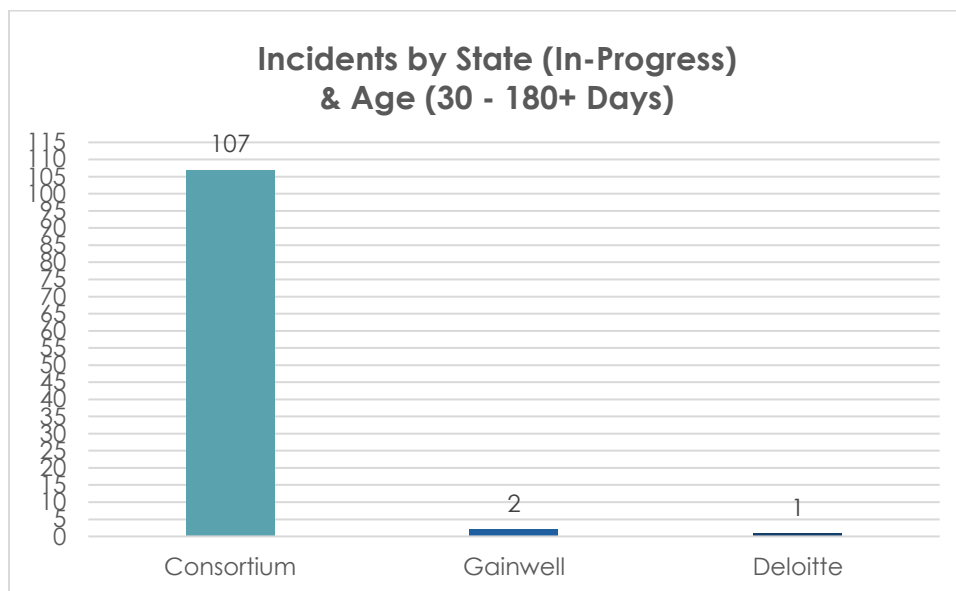


Figure 4.1.1-4.1.8: CalSAWS ServiceNow Incidents by State (In progress) and Age (30 – 180+ Days)

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

ORGANIZATION	SERVICE DESK INCIDENTS	INFRASTRUCTURE INCIDENTS	TOTAL INCIDENTS
Consortium	107	0	107
Gainwell	1	1	2
Deloitte	1	0	1
Total	109	1	110

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

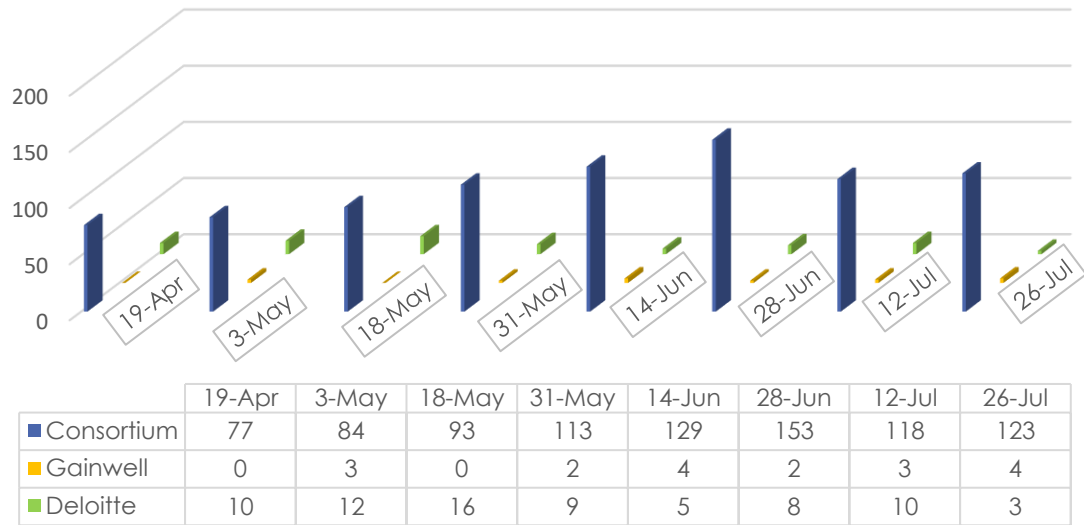


Figure 4.1.1-4.1.9: Aging Incident Backlog

CalSAWS ServiceNow Incidents by Resolution Code - BWSR

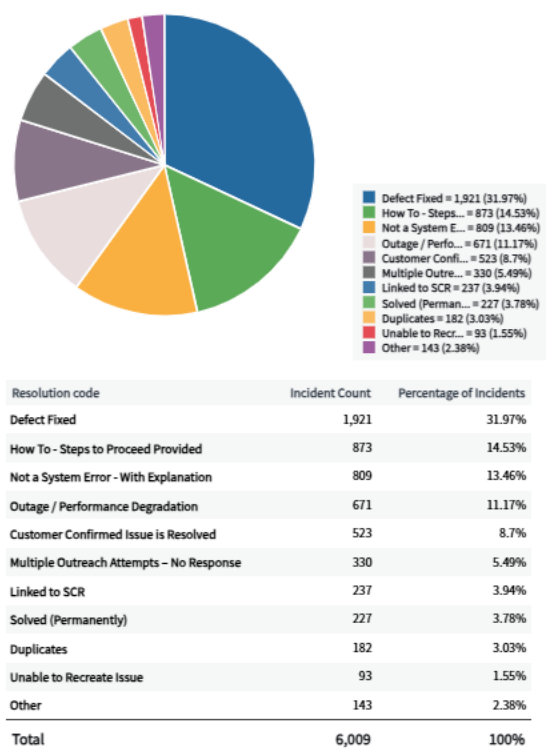


Figure 4.1.10: CalSAWS ServiceNow Incidents by Resolution Code

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

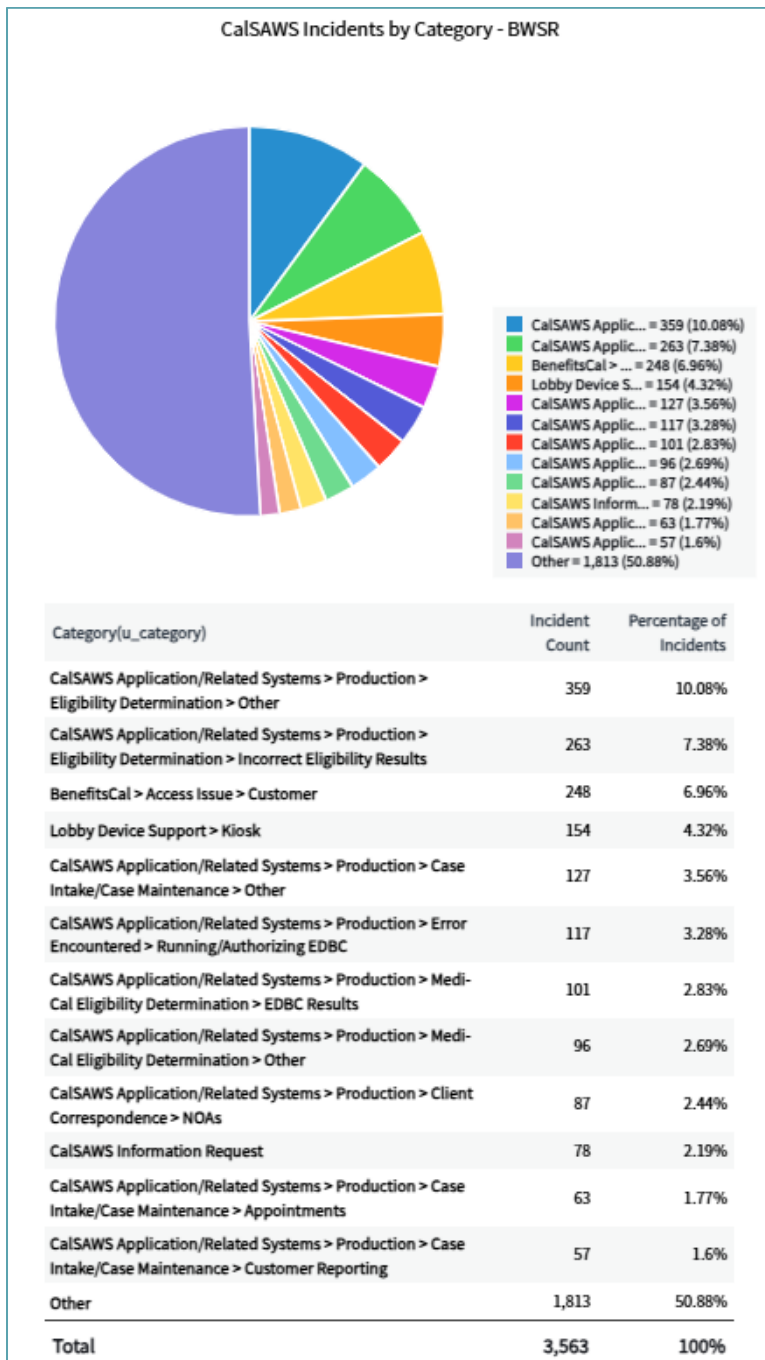


Figure 4.1.11: CalSAWS ServiceNow Incidents Created by Category

Note: The pie chart above represents Incidents by Category created within the past two (2) months. The 1,813 listed as "Other" are for selected categories that had less than 57 incidents. Please view the CalSAWS Incidents by Category Breakdown report to see a complete list of all categories selected for the 3,563 incidents.

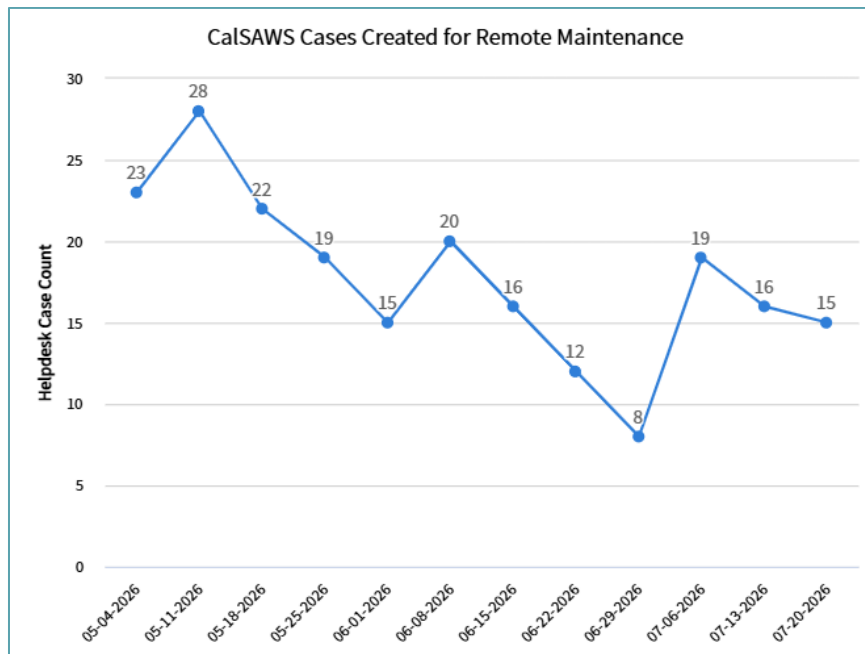


Figure 4.1.12: CalSAWS ServiceNow Cases Created for Remote Maintenance

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 99.94%.

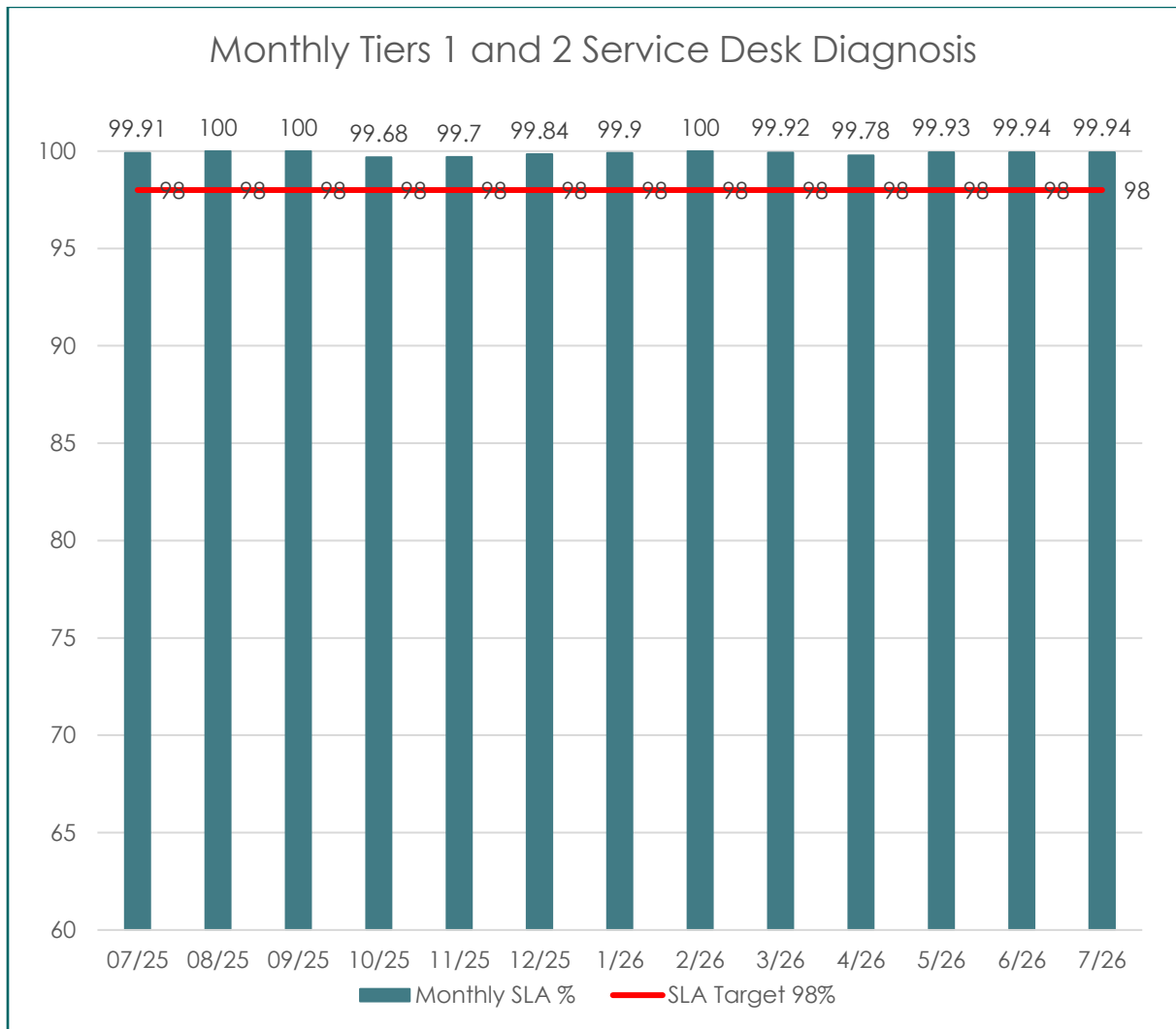


Figure 4.1.13: CalSAWS Monthly Tiers 1 and 2 Service Desk Diagnosis SLA Compliance

The following figure represents the number of incidents that missed the SLA in each month. Zero (0) incidents missed the SLA in July MTD.

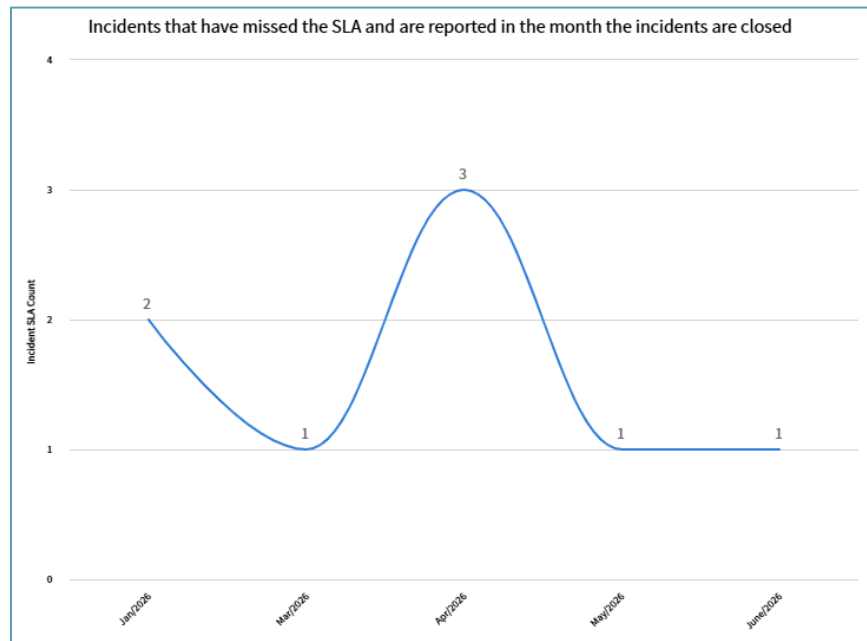


Figure 4.1.14: Incidents that have missed the Service Level Agreement (SLA) in their respective months

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. Two (2) closed incidents missed the SLA in July MTD.

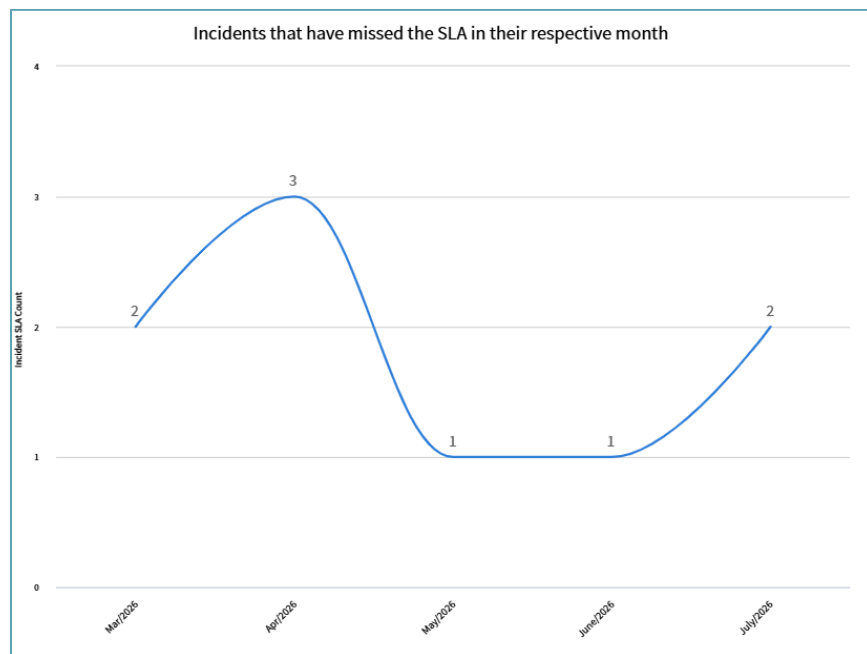


Figure 4.1.15: Incidents that have missed the SLA and reported in the month incidents are closed.

4.1.2 BenefitsCal Technical Service Desk Metrics

Information related to the BenefitsCal Technical Service Desk follows.

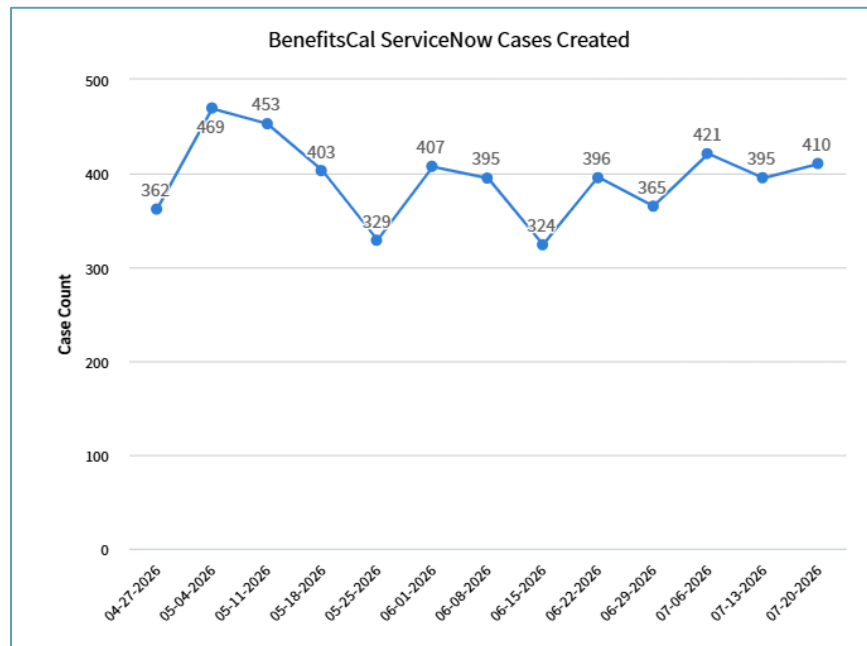


Figure 4.1.2-4.1.16: BenefitsCal ServiceNow Cases Created

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.

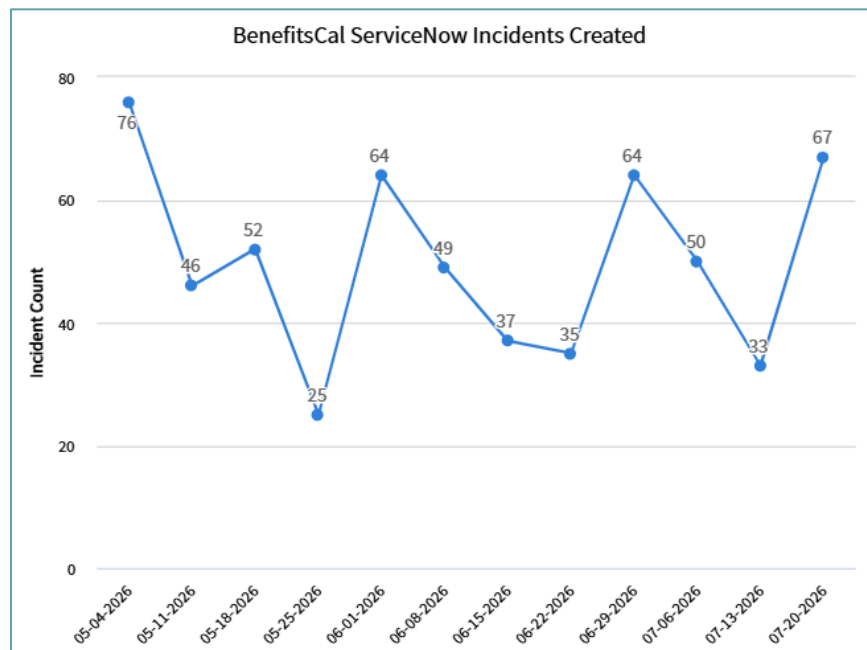


Figure 4.1.2-4.1.17: BenefitsCal ServiceNow Incidents Created

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.

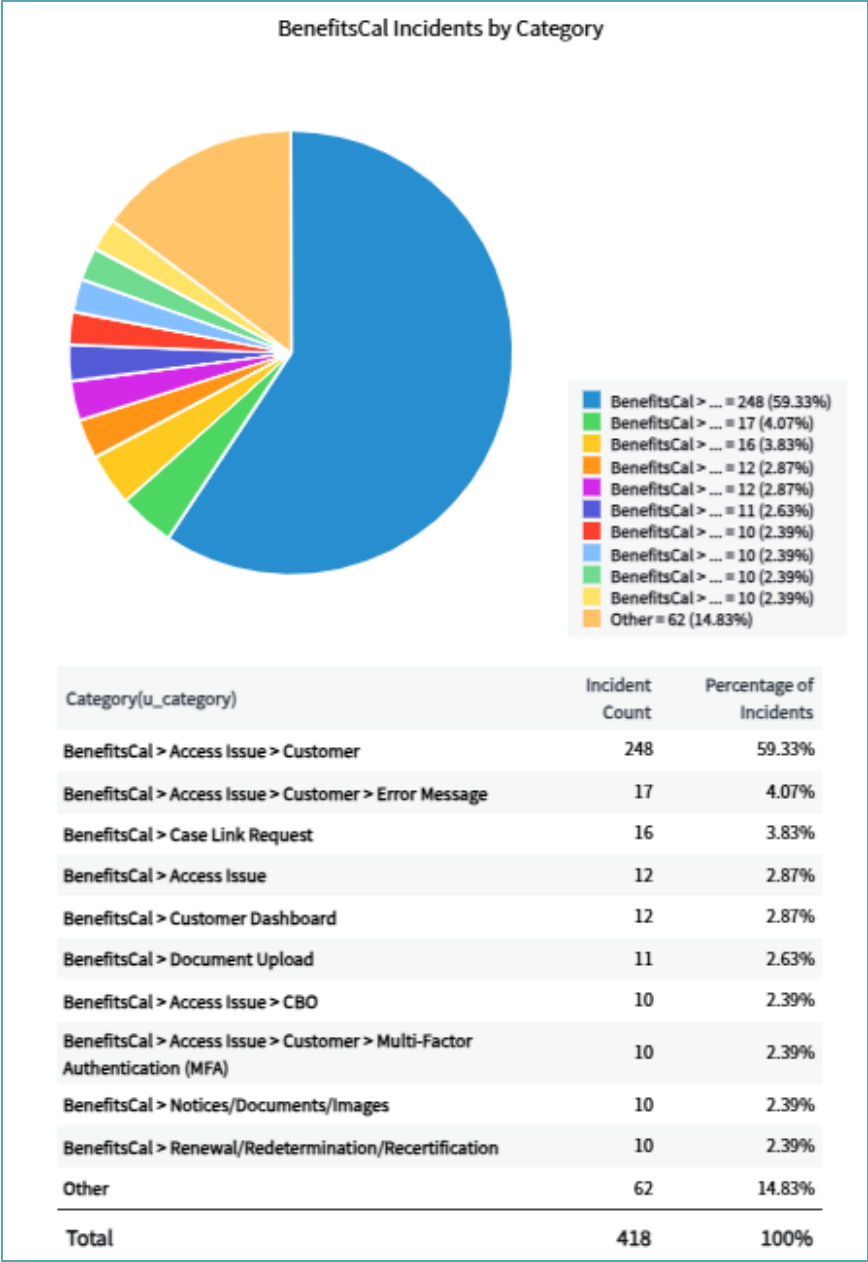


Figure 4.1.2-4.1.18 BenefitsCal ServiceNow Incidents Created by Category

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
430	CalSAWS Access Issue	07/24/2026	External – AWS

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	17
Infra DBA	1
Infra GAGR (Client Correspondence)	1
Infra GenAI	2
Infra Imaging	1
Infra Middleware	1
Infra ServiceNow	12
Infra Tech Ops	1
Infra Tools	1
Total	39

Table 4.2-2: Infrastructure Production Defects

Jira ID	Created	Infra Team	Description	Status
CA-303451	7/24/2026	Infra Contact Center	Logged on Time is not accounting total Online time for a day	Assigned
CA-303450	7/24/2026	Infra Contact Center	CTR is not displaying in Quick report for a day's lapse	Assigned
CA-303267	7/21/2026	Infra Contact Center	26.07.09 Snyk Scan – ca_connect_eccp_backend	In Development
CA-303266	7/21/2026	Infra Contact Center	26.07.09 Snyk Scan – ca_ivr	System Test
CA-303264	7/21/2026	Infra Contact Center	26.07.09 Snyk Scan – ca_connect_lambda	Development Complete

Jira ID	Created	Infra Team	Description	Status
CA-303207	7/20/2026	Infra Contact Center	Last Name field on Call Me is set to telephone instead of text	Assigned
CA-303187	7/19/2026	Infra Contact Center	Sonoma, Yuba, Marin, Placer, Monterey – Missing chat transcripts	Assigned
CA-303170	7/17/2026	Infra Contact Center	Quick – Fix Author SQL Update command	Assigned
CA-303105	7/16/2026	Infra Contact Center	Roll on/off Email Address field character limit too low	Test Complete
CA-303015	7/14/2026	Infra GenAI	Refer to end user as "Agent" not "Staff"	Assigned
CA-303009	7/14/2026	Infra Contact Center	Missing await for update query prior to destroying connection	Test Complete
CA-303008	7/14/2026	Infra Contact Center	Fresno Call Summary Spanish with English-Code Switching as Primary Language	Assigned
CA-302981	7/13/2026	Infra Contact Center	San Bernardino Callers with Confirmed PH, Unsuccessful Auth Not Routing Correctly	System Test
CA-302919	7/9/2026	Infra GenAI	Fresno Call Summary not Generating for Spanish CCB	Assigned
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	Done
GAGR-1031	6/29/2026	Infra GAGR (Client Correspondence)	GA-QR7 BRM Page not generating with Report	Assigned
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	Test Complete
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

Jira ID	Created	Infra Team	Description	Status
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)	Done
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
CA-295541	11/3/2025	Infra Contact Center	Agent Daily Statistics Not Populating in ECCP Agent Management Tab	Development Complete
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
07/13/26	07/14/26	STANDARD – Weekly AWS AMI creation Change and Security Updates – Monday (July 13)
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	Lassen County IOS Upgrade for County Cisco device from IOS current version 17.15.04c to 17.15.05
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	ECR: Upgrade EMR Serverless Apps from 7.1.0 to 7.13.0 Stage Environment
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	Alameda 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
07/14/26	07/14/26	Standard Change: CalSAWS (Wordpress) Lower Environment Website Update
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	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	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	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)
07/14/26	07/14/26	CalSAWS Priority Release 26.07.14
07/15/26	07/17/26	GA/GR Exstream Flexnet Publisher License Software Version Update – Non-Prod
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	07/22/26	ODB connectivity for Childcare application – SBX
07/15/26	07/24/26	AT2 Nudge Framework Updates
07/15/26	07/22/26	Enable ODB peering connection from databricks-production account to Prod ODBs

DATE (s)		ACTIVITY DESCRIPTION
07/15/26	07/24/26	Decommission eGain resources across nonproduction county accounts
07/15/26	07/24/26	Enable ODB unmasked stage client connectivity
07/15/26	07/17/26	Create Secrets for Analytics Users in SRCALY DB in CoreApp Dev
07/15/26	07/20/26	RDS Snapshot Cleanup – Contact Center Nonproduction
07/15/26	07/17/26	Enable connectivity from databricks-development account to Masked ODB
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)
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	Create new SMB idle time session GPO for CalSAWS servers
07/15/26	07/22/26	Enable ODB peering connection from databricks-staging account to UnMasked ODBs
07/15/26	07/17/26	Replace unstable IP address for Confluent to Qlik traffic for CH4 environment in coreapp-development
07/15/26	07/21/26	Update httpd.conf in AT1 to fix SCATL Inaccessible from Domain URL
07/15/26	07/21/26	LCA Call Summarization deployment for Sacramento county training account Group-1D
07/15/26	07/21/26	LCA Call Summarization deployment for Solano county training account Group-1D
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	Whitelist URLs for offshore workspaces to activate Snagit as part of RITM0116420
07/15/26	07/21/26	Update ForgeRock Authorizer Lambda Code in Staging environments.
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	Fix the connectivity between dev-test-job-executor EC2 instance and Splunk Cloud
07/15/26	07/24/26	Contact Center Non Prod accounts – Rotate AWS Access Keys for Calabrio User for Q3-2026

DATE (S)		ACTIVITY DESCRIPTION
07/15/26	07/17/26	Claim New Phone Number for Call Summarization in Monterey Training 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	07/20/26	Update WAF Configuration for eCCP REST and WebSocket APIs via CloudFront in contactcenter-nonproduction-alameda
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	07/17/26	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	Non-PROD: Update June 2026 Pitney Bowes Spectrum EGM Data Set
07/15/26	07/20/26	Aurora Mysql RDS database will be upgrade from 8.0.mysql_aurora.3.04.1 to 8.0.mysql_aurora.3.10 in coreapp-staging
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	07/17/26	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	07/21/26	Setup CloudWatch monitoring for CARES service – STG6, STG7
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	07/15/26	STANDARD – Weekly Linux Environment Patching – Wednesday 18:30 – 22:30 (July 15)
07/15/26	07/15/26	Delete F5 configuration for test-adhoc-reports.calsaws.net requested by AWS Infra.
07/15/26	07/17/26	Create the secrets required for Qualys Scan connection in coreapp-Production-Tools
07/15/26	07/15/26	AWSWLC001 – Moving WLAN Security
07/15/26	07/15/26	IOS Upgrade for AWSWLC001 – 17.15.5
07/15/26	07/16/26	Enable county connection AT9 (masked) environment
07/15/26	07/15/26	Per CiS control id 4421 – Status of the 'ip ftp source-interface' configuration command on 35004sw002
07/16/26	07/22/26	Standard Change: ForgeRock Testing in SandBox Environment 26.07.16-26.07.22
07/16/26	07/17/26	Upgrade Invicti software from 26.4.1 to 26.6.2

DATE (S)		ACTIVITY DESCRIPTION
07/16/26	07/23/26	Upgrade Artifactory (JFrog) in coreapp-sandbox from v7.90.15 to v7.146.22
07/16/26	07/16/26	Standard Change: ForgeRock AT Release 26.07.16
07/16/26	07/16/26	Standard Change: CalSAWS (WordPress) Production Website Plugin Updates
07/16/26	07/16/26	5G Upgrade (hot cut) and Velocloud upgrade at Site 36031
07/16/26	07/21/26	Configure Auth0 Log Streaming to AWS EventBridge and CloudWatch for sandbox in coreapp-development
07/16/26	07/16/26	Standard Change: ForgeRock Staging Environment Build 26.07.16
07/16/26	07/16/26	Update SolarWinds Software: 2026.1.1 -> 2026.2.1
07/16/26	07/17/26	Whitelist Okta URLs across all environments in coreapp-production-network (839113706656) and workspaces-development-offshore (#248969292625)
07/17/26	07/17/26	Standard Change: ForgeRock AT DR Release 26.07.17
07/17/26	07/21/26	Update ForgeRock Authorizer Lambda Code in Training environments.
07/17/26	07/21/26	Update ForgeRock Authorizer Lambda Code in County environments.
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
07/19/26	07/20/26	Create Lambda function and DynamoDB table to customize the message to display in BenefitsCal Web Chat
07/19/26	07/19/26	CalSAWS Release 26.07
07/19/26	07/20/26	Update ForgeRock Authorizer Lambda Code in Prod & DR environments.
07/19/26	07/21/26	Upgrade EMR applications for Prod & DR env in analytics-production and analytics-production-la to emr-7.13.0
07/20/26	07/21/26	Tuolumne Costa County IOS Upgrade for County Cisco device from IOS current version 17.15.04c to 17.15.05
07/20/26	07/21/26	Kings County IOS Upgrade for County Cisco device from IOS current version 17.15.04c to 17.15.05 (Primary & Secondary)
07/20/26	07/21/26	Butte Clara County IOS Upgrade for County Cisco device from IOS current version 17.15.04c to 17.15.05 (Primary & Secondary)

DATE (S)		ACTIVITY DESCRIPTION
07/20/26	07/21/26	STANDARD – Weekly AWS AMI creation Change and Security Updates – Monday (July 20)
07/20/26	07/21/26	Tehama County IOS Upgrade for County Cisco device from IOS current version 17.15.04c to 17.15.05
07/20/26	07/21/26	Lake County IOS Upgrade for County Cisco device from IOS current version 17.15.04c to 17.15.05 (Primary & Secondary)
07/20/26	07/21/26	San Joaquin County IOS Upgrade for County Cisco device from IOS current version 17.15.04c to 17.15.05 (Primary & Secondary)
07/20/26	07/21/26	Trinity County IOS Upgrade for County Cisco device from IOS current version 17.15.04c to 17.15.05
07/20/26	07/20/26	Standard Change: ForgeRock DEV DR Release 26.07.20
07/20/26	07/21/26	Tulare County IOS Upgrade for County Cisco device from IOS current version 17.15.04c to 17.15.05
07/20/26	07/20/26	CalSAWS Priority Release 26.07.20
07/20/26	07/21/26	ECR: Enable connectivity to cc1.calsaws.net from Sacramento County
07/20/26	07/24/26	ECR: Enable the port 1521 along with 2484 to continue the County EDR validations
07/21/26	07/22/26	Inyo County IOS Upgrade for County Cisco device from IOS current version 17.15.04c to 17.15.05 (Primary & Secondary)
07/21/26	07/22/26	San Francisco County IOS Upgrade for County Cisco device from IOS current version 17.15.04c to 17.15.05 (Primary & Secondary)
07/21/26	07/22/26	San Diego County IOS Upgrade for County Cisco device from IOS current version 17.15.04c to 17.15.05 (Primary & Secondary)
07/21/26	07/21/26	Standard Change: CalSAWS (Wordpress) Lower Environment Website Update
07/21/26	07/23/26	ECR: Non-prod: Weblogic Critical Patch, Java and Proxy plugin patch for 2026-Q3 in all non-prod coreapp environments to fix critical vulnerabilities
07/21/26	07/21/26	STANDARD – Weekly Linux Environment Patching – Tuesday 18:30 – 21:00 (July 21)
07/21/26	07/22/26	Apply the latest Linux patches to GAGR Dev-Test (July)
07/21/26	07/21/26	CalSAWS Priority Release 26.07.21
07/22/26	07/22/26	ECR: Upgrade ScanApp v2.26.6.4 – Lobby Kiosks
07/22/26	07/24/26	Delete unused bastion host Security Group – OCAT non-prod
07/22/26	07/22/26	Edit group policy setting for c24.c-iv.net and dev.c-iv.net domains.

DATE (s)		ACTIVITY DESCRIPTION
07/22/26	07/24/26	Whitelist URLs for Prod & offshore firewalls to allow access to api.melissagovcloud.net
07/22/26	07/24/26	Provision secrets to store Qualys Scan users from all application accounts.
07/22/26	07/22/26	5G Upgrade (hot cut) and Velocloud upgrade at Site 24001
07/22/26	07/23/26	Apply the latest Linux patches to GAGR Perf – July
07/22/26	07/22/26	STANDARD – Weekly Linux Environment Patching – Wednesday 18:30 – 22:30 (July 22)
07/22/26	07/22/26	CalSAWS Priority Release 26.07.22
07/22/26	07/24/26	Recreate dbbuild secret for CTSAWS in coreapp-county
07/22/26	07/26/26	ECR: PROD and DR: Weblogic Critical Patch, Java and Proxy plugin patch for 2026-Q3 in all prod and dr in coreapp-prod to fix critical vulnerabilities
07/22/26	07/24/26	Fix the connectivity between prod-bic-job-servers (DR) and Splunk Cloud
07/23/26	07/23/26	Standard Change: CalSAWS (WordPress) Production Website Plugin Updates
07/23/26	07/24/26	Upgrade DynaTrace Agent Version on Non-prod Static EC2 Instances
07/23/26	07/23/26	STANDARD – Weekly Linux Environment Patching – Thursday 18:30 – 20:30 (July 23)
07/23/26	07/24/26	Apply the latest Linux patches to GAGR UAT/TRN – July
07/23/26	07/23/26	CalSAWS Priority Release 26.07.22
07/23/26	07/23/26	ServiceNow Release 26.07.23
07/23/26	07/23/26	A – ServiceNow Release 26.07.23
07/23/26	07/23/26	B – ServiceNow Release 26.07.23
07/24/26	07/26/26	Windows Server Updates – July 2026
07/24/26	07/24/26	Standard Change: ForgeRock Dev Release 26.07.24
07/24/26	07/26/26	Windows Server Updates – July 2026
07/24/26	07/24/26	STANDARD – Weekly Linux Environment Patching – Friday 18:30 – 22:30 (July 24)
07/24/26	07/24/26	CalSAWS Priority Release 26.07.24
07/24/26	07/26/26	PROD: Update June 2026 Pitney Bowes Spectrum EGM Data Set
07/24/26	07/24/26	Monthly Equinix LA-3 OS patching – July 24
07/25/26	07/26/26	Monthly Production Database Linux OS Patching – July
07/25/26	07/25/26	STANDARD – Weekly Linux Environment Patching – Saturday 13:30 – 23:00 (July 25)
07/26/26	07/26/26	Monthly Equinix SV-1 OS patching – July 26

DATE (S)		ACTIVITY DESCRIPTION
07/26/26	07/26/26	Apply the latest Linux patches to GAGR PROD/DR – July
07/26/26	07/26/26	Monthly Patching – cPROD-Confluent – July 26
07/26/26	07/26/26	NTP servers ami refresh in shared services – July 26
07/26/26	07/26/26	Monthly Instance refresh for AutoScale SMTP – July 26

Table 4.3.1-2: CalSAWS Upcoming Maintenance

DATE (S)		ACTIVITY DESCRIPTION
7/27/26	7/28/26	STANDARD – Weekly AWS AMI creation Change and Security Updates – Monday (July 27)
7/27/26	7/27/26	Standard Change: ForgeRock DEV DR Release 26.07.27
7/27/26	7/27/26	5G Upgrade (hot cut) and Velocloud upgrade at Site 47002
7/27/26	7/27/26	Gold River Disable HTTP Management Access on Cisco WLC 9800
7/28/26	7/28/26	5G Upgrade (hot cut) and Velocloud upgrade at Site 33015
7/28/26	7/28/26	5G Upgrade (hot cut) and Velocloud upgrade at Site 36061
7/28/26	7/28/26	STANDARD – Weekly Linux Environment Patching – Tuesday 18:30 – 21:00 (July 28)
7/29/26	7/31/26	RDS Snapshot Cleanup – Contact Center Training Account
7/29/26	7/31/26	Consolidate the IAM roles into groups for better management
7/29/26	7/31/26	Consolidate the IAM roles into groups for better management
7/29/26	7/30/26	Gold River IOS Upgrade for Project Office Cisco devices from IOS current version 17.15.4d to 17.15.05
7/29/26	7/29/26	5G Upgrade (hot cut) and Velocloud upgrade at Site 33338
7/29/26	7/31/26	Enable AI Features in Figma Gov to activate the "Make" button for authorized users.
7/29/26	7/31/26	San Bernardino County IOS Upgrade for County Cisco device from IOS current version 17.15.04c to 17.15.05 (Primary & Secondary)
7/29/26	7/30/26	Delete unused EBS volumes on Jenkins and Ansible.
7/29/26	7/30/26	Calaveras County IOS Upgrade for County Cisco device from IOS current version 17.15.04c to 17.15.05
7/29/26	7/31/26	Create Lambda function and DynamoDB table to Queue Hold Messages
7/29/26	7/29/26	STANDARD – Weekly Linux Environment Patching – Wednesday 18:30 – 22:30 (July 29)
7/29/26	7/31/26	Create Customer Managed Key for AWS outage alerts in coreapp-production-shared-services (567729715457)
7/30/26	7/30/26	Enterprise Security (ES) – Disable Use Case "Inactive Account Activity Detected"
7/30/26	7/30/26	Enterprise Security (ES) Use Case Tuning for Windows Log Ingestion Halted Alert
7/30/26	7/30/26	enable global clusters to us-east-1 for prod misc rds database
7/30/26	7/31/26	Santa Cruz County IOS Upgrade for County Cisco device from IOS current version 17.15.04c to 17.15.05 (Primary & Secondary)
7/30/26	7/31/26	Please add new DNS Conditional Forward for Riversidedpss.net and Riversidedpss.org on C33 domain

DATE (S)		ACTIVITY DESCRIPTION
7/30/26	7/30/26	Delete unused EBS volume on Jenkins.
7/30/26	7/30/26	Standard Change: ForgeRock Staging Environment Build 26.07.30
7/30/26	7/30/26	Standard Change: ForgeRock AT Release 26.07.30
7/30/26	7/31/26	Update Splunk UF on EC2 Linux servers (Tuesday patch groups)
7/30/26	7/30/26	STANDARD – Weekly Linux Environment Patching – Thursday 18:30 – 20:30 (July 30)
7/30/26	7/31/26	Delete unused EBS volumes on Jenkins.
7/31/26	7/31/26	Standard Change: ForgeRock AT DR Release 26.07.31
7/31/26	7/31/26	Standard Change: ForgeRock Dev Release 26.07.31
7/31/26	7/31/26	STANDARD – Weekly Linux Environment Patching – Friday 18:30 – 22:30 (July 31)
7/31/26	7/31/26	RDS Snapshot Cleanup – Contact Center Production Accounts
7/31/26	8/1/26	Security Production Release 26.07.31
8/1/26	8/1/26	STANDARD – Weekly Linux Environment Patching – Saturday 13:30 – 23:00 (Aug 1)
8/2/26	8/2/26	Security DR Production Release 26.08.02
8/2/26	8/2/26	Terminate ForgeRock PROD Non-Live Stack EC2 Instances

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 26.07.14	07/14/2026
Baseline Release 26.07	07/19/2026
Priority Release 26.07.20	07/20/2026
Priority Release 26.07.21	07/21/2026
Priority Release 26.07.22	07/22/2026
Priority Release 26.07.23	07/23/2026
Priority Release 26.07.24	07/24/2026

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	OCA	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	Unavailable	CIT 0111-26 Broadcast Email	6/29/2026 7/16/2026
BenefitsCal Release 26.07.19	07/19/26	7:00 AM	07/19/26	8:30 AM	Unavailable	Reduced Availability	Unavailable	Unavailable	Unavailable	Unavailable	Unavailable	Unavailable	Unavailable	Unavailable	Unavailable	Broadcast Email	7/16/2026 7/16/2026
Imaging (Hyland) Maintenance	07/24/26	10:00 PM	07/25/26	1:00 AM	Unavailable	Reduced Availability	Unavailable	Unavailable	Unavailable	Unavailable	Unavailable	Unavailable	Unavailable	Unavailable	Unavailable	Broadcast Email	7/15/2026
Adhoc Reporting Database Maintenance	07/26/26	12:00 PM	07/26/26	4:00 PM	Unavailable	Reduced Availability	Unavailable	Unavailable	Unavailable	Unavailable	Unavailable	Unavailable	Unavailable	Unavailable	Unavailable	CIT 0120-26 Broadcast Email	7/15/2026 7/16/2026
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	Unavailable	CIT 0120-26 Broadcast Email	7/15/2026 7/16/2026
BenefitsCal Release 26.07.30	07/30/26	8:00 PM	07/30/26	9:30 PM	Unavailable	Reduced Availability	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	Reduced Availability	Unavailable	Unavailable	Unavailable	Unavailable	Unavailable	Unavailable	Unavailable	Unavailable	Unavailable	CIT 0122-26 Broadcast Email	7/16/2026 7/22/2026

Figure 4.3.4: CalSAWS Production Planned Outages Calendar

Notes:

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

5 LOBBY MANAGEMENT

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

Table 5-1: Lobby Management Updates

COUNTY	UPDATES
Merced	RITM0103956 – Wardrobe Kiosk on the project network is currently under review with Network Teams. Communication requesting next steps from Merced County were sent on 04/29/2026.
Shasta	Shasta submitted RITM01015598 to purchase printer brackets for the County Kiosk. Internal review has been completed. Ticket has been forwarded to CPMO. This CPO has been cancelled at the request of the Consortium. Items listed in the CPO will be procured and provided to the County at no cost to the County.
Riverside	Riverside Boca printer refresh effort has been completed.
San Benito	Boca refresh effort for San Benito has been completed.
Contra Costa	Several monitors at Contra Costa including break/fix monitors not in use were reported to have lines across them. A warranty claim was opened with the monitor vendor; Microtouch.

COUNTY	UPDATES
	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, should be active by mid-August.

7.2 Oracle Database@AWS Migration

- Continuing to execute daily Oracle Working sessions.

- Engaging ARB for Prod & DR reviews and approvals to get environments setup.
- County reporting APEX upgrade testing now underway, and EDR reporting now active.
- Non-prod DB migration continuing with a final set migrating next week.

7.3 Communications Portal

- Phase 1 Implementation complete.
- Phase 2 Implementation complete.
- 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.
- Power BI workspace for counties is in progress.
- Continue to create CalACES accounts for counties.

7.5 Contact Center Modernization Phase 1 – eGain Replacement

- Completed Project 7/13/2026

7.6 IAM Replacement

- Working on integration of AT and DEV environments in Okta Workforce.
- Standing Auth0 environment for BenefitsCal.
- Working on testing of Delegated Admin configurations.

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-303276	7/21/2026	Infra Central Print	Return Mail Update to handle Medi-Cal redetermination API changes	New
CA-303213	7/20/2026	Infra Contact Center	Contact Center - Exadata database migration	In Development
CA-303100	7/16/2026	Infra Contact Center	Ventura request to change County Specific General Menu	Design in Progress
CA-303098	7/16/2026	Infra Contact Center	LA County - Request to create a new "Special Circ" queue	New

JIRA ID	CREATED	INFRA TEAM	DESCRIPTION	STATUS
CA-303094	7/16/2026	Infra Contact Center	Contra Costa - Holiday Calendar Update	New
CA-303093	7/16/2026	Infra Contact Center	LA County CCB Call Flow changes	Design in Progress
CA-303080	7/16/2026	Infra Central Print	Santa Cruz County: Turn Off Return Mail Tasks	New
NOW-1523	7/15/2026	Infra ServiceNow	Define Accenture BenefitsCal SLAs in ServiceNow	Ready
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	Pending Approval
CA-302929	7/9/2026	Infra Contact Center	San Mateo - Update PCS distribution list	Test Complete
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	Pending Approval
NOW-1522	7/6/2026	Infra ServiceNow	Updates to Hardware Asset Table	Done
CA-302724	7/2/2026	Infra GenAI	Call Summary - Account for transferring agent/translator	Pending Approval
CA-302723	7/2/2026	Infra GenAI	Call Summary - Voter Registration verbiage update	Pending Approval
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	Done
NOW-1518	7/1/2026	Infra ServiceNow	ServiceNow - Incident Assignment Group Update	Done
NOW-1516	7/1/2026	Infra ServiceNow	SLA change for incident category BenefitsCal > Suspicious Activity	In Development
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
GAGR-1027	6/17/2026	Infra GAGR (Client Correspondence)	DB Synch Update for Kern County (15)	Design in Progress
GAGR-1026	6/17/2026	Infra GAGR (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	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	Ready for Committee
GAGR-1022	6/8/2026	Infra GAGR (Client Correspondence)	Master ID Cleanup in CalSAWS DB	New
GAGR-1021	6/8/2026	Infra GAGR (Client Correspondence)	Data Sync Cleanup of Data Group Indicators	Design in Progress
GAGR-1019	6/3/2026	Infra GAGR (Client Correspondence)	GA NOA - 30 X GA Disc: Failure to Submit GA-QR7 By Due Date (2, 4, 6 Month Sanction)	New
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	Pending Approval
GAGR-1017	5/20/2026	Infra GAGR (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
CA-300962	5/13/2026	Infra ForgeRock	Replace IAM solution from ForgeRock with Okta	New

JIRA ID	CREATED	INFRA TEAM	DESCRIPTION	STATUS
CA-300921	5/12/2026	Infra Contact Center	Create Call Summarization KPI Dashboard in Amazon Quick	Approved
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	In Development
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
CA-300589	4/30/2026	Infra Cloud Ops	Address normalization to connect to Melissa Data	Design in Progress
GAGR-1007	4/28/2026	Infra GAGR (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	Infra GAGR (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	Infra GAGR (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
CA-299638	4/8/2026	Infra GenAI	Call summarization - Group 3B	Approved

JIRA ID	CREATED	INFRA TEAM	DESCRIPTION	STATUS
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	Test Complete
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	Ready for Committee
GAGR-964	3/10/2026	Infra GAGR (Client Correspondence)	San Francisco Automate Denials for no-show appointment	In Development
GAGR-961	3/6/2026	Infra GAGR (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	Infra GAGR (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	Ready for Committee
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

JIRA ID	CREATED	INFRA TEAM	DESCRIPTION	STATUS
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	Ready for Committee
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	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 Implementation-wave 4 - San Bernardino, Kings, Monterey & Orange	Design in Progress
CA-297764	2/12/2026	Infra Contact Center	Welcome Bot Smart Routing - Update Intent & Program Recognition Implementation-Wave 3 - San Francisco, Fresno, Tulare, Kern	Approved
CA-297701	2/11/2026	Infra Central Print	Return Mail Imaging Report	New

JIRA ID	CREATED	INFRA TEAM	DESCRIPTION	STATUS
NOW-1467	2/6/2026	Infra ServiceNow	C92 Account Access changes	In Progress
GAGR-946	2/2/2026	Infra GAGR (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	Infra GAGR (Client Correspondence)	Contra Costa GA RE packet automation and send via Gainwell Central Print	New
GAGR-936	1/14/2026	Infra GAGR (Client Correspondence)	IP request - Update GRWP Job Search Report F063-08-71A (R04/15)	System Test
GAGR-935	1/14/2026	Infra GAGR (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 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 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
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-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

JIRA ID	CREATED	INFRA TEAM	DESCRIPTION	STATUS
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
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	Test Complete
CA-294128	8/29/2025	Infra Contact Center	Apply Contact Attributes to Measure Calls Diverted by 'Maximum Contacts in Queue' Threshold	Pending Approval
GAGR-892	8/19/2025	Infra GAGR (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) v2.2.2	Committee Review
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	Committee Review
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

JIRA ID	CREATED	INFRA TEAM	DESCRIPTION	STATUS
CA-292834	7/14/2025	Infra Tech Ops	Create user account in CalSAWS for Dynatrace monitoring	New
GAGR-856	6/17/2025	Infra GAGR (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	Infra GAGR (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 - Quaysys	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

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	Infra GAGR (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	Infra GAGR (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

JIRA ID	CREATED	INFRA TEAM	DESCRIPTION	STATUS
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-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

JIRA ID	CREATED	INFRA TEAM	DESCRIPTION	STATUS
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
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	System Test
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	Design in Progress

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

