

Appendix D

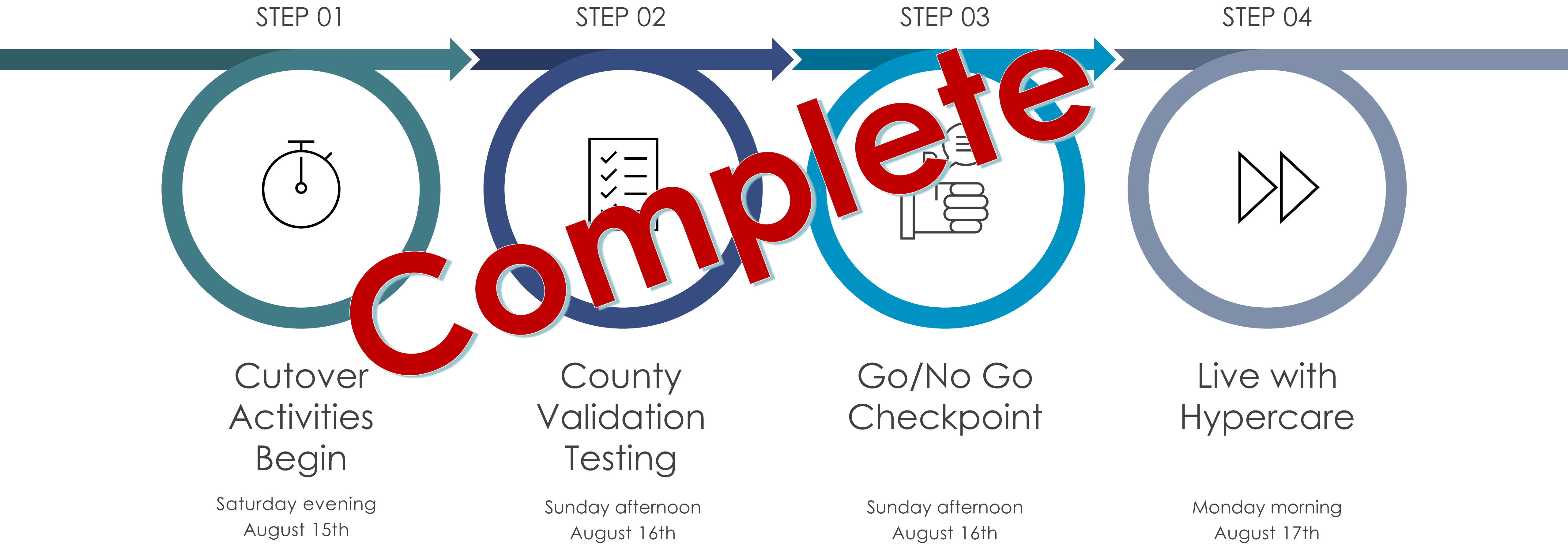
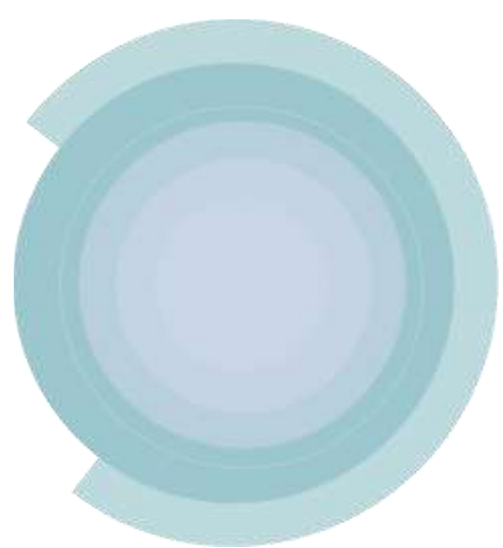
Infrastructure and Contact Center Update



Oracle Databases@AWS

Oracle Databases@AWS

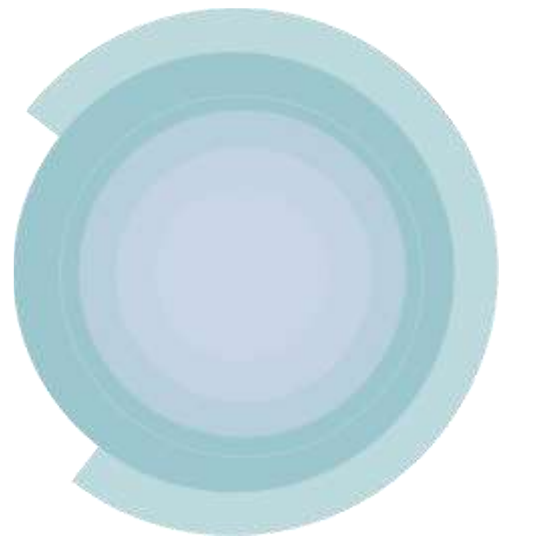
Cutover



Rollback plan is prepared

Oracle Databases@AWS

Results



Improved
County ETL
Performance

Improved
Batch
Performance

Increased
Potential
Capacity

Oracle Databases@AWS

Project Watch Items

Change Management and Non-Technical

- **Awareness of the Upcoming Change - COMPLETE**
 - No user changes expected
 - Communication at JPA/PSC and Regional meetings
- **Environment Constraints - MITIGATED**
 - CalHEERS and HR1 releases
 - Coordinating with M&E and reviewing environment schedules

Technical

- **Encryption Key Availability - COMPLETE**
 - Oracle KMS Cross region support not available until May/June 2026
 - Escalated to Oracle management on meeting the delivery date
- **Performance and Connectivity - COMPLETE**
 - Conducting functional, performance, endurance and operational testing
 - Performing configuration comparisons and connectivity testing

Risk 336

Move of Database Servers to Oracle Databases@AWS May Result in User Impact

Risk:

If database server configurations are not effectively identified, implemented and tested, and the mitigation plan is not effective, users could experience CalSAWS system outages or poor system performance.

Mitigation Actions:

1. Constructing a detailed project plan to include testing for functionality, performance, batch and connectivity
2. Engaging in multiple testing runs in partnership with the M&E vendor
3. Incorporating the new database server into the release such that development and release testing cycles make use of the new technology
4. Determining the rollback plan in the case of unexpected significant problems

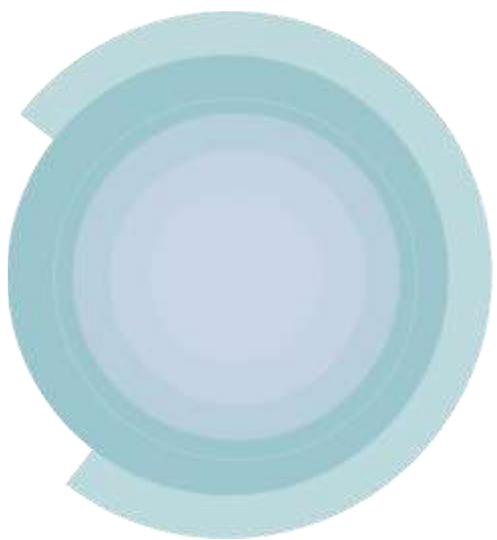
Recommendation: Closure



Identity and Access (IAM) Management

IAM Replacement

Draft Migration Waves



Initial Migration (Wave 0)

CalSAWS – Development
and Assembly Test
BenefitsCal - Development

Wave 2

CalSAWS – Staging
BenefitsCal - Staging

Wave 4

CalSAWS – Production
December 14, 2026



Wave 1

Tools - Non-Production

Wave 3

CalSAWS – Staging
Shared Services –
November, 2026

Wave 5

BenefitsCal - Production
January 10, 2027

Tools includes Jira, LMS, ServiceNow

IAM Replacement

Project Watch Items

Change Management and Non-Technical

- **Delegated Administrator Changes**
 - Identifying changes and developing training materials
- **Awareness of the Upcoming Change and Determining if Other Changes will Occur**
 - Communication at JPA/PSC and Regional meetings
 - Conducting Discovery workshops to identify user journeys and verifying if any changes are needed

Technical

- **Workflow License - COMPLETE**
 - Timing of the need for the workflow license may be earlier than originally expected
 - Escalated to Okta management
- **Testing**
 - Thorough functional testing needed
 - Coordinating with M&E and BenefitsCal partners to identify testing plans for applications

Risk 338

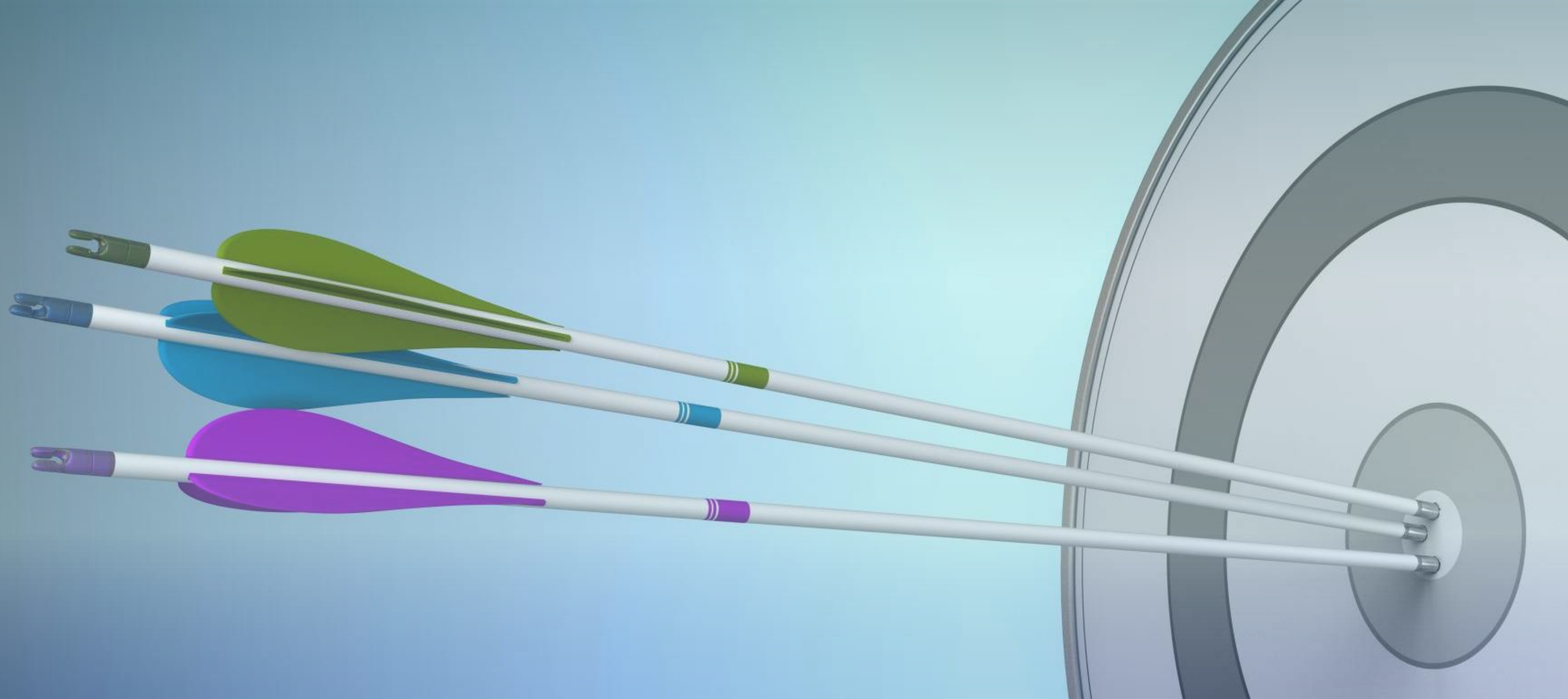
Replacement of Identity Access Management Solution

Risk:

If user journeys are not effectively identified, implemented and tested, and the mitigation plan is not effective, users could experience access issues to systems that are authenticated using the CalSAWS IAM.

Mitigation Actions:

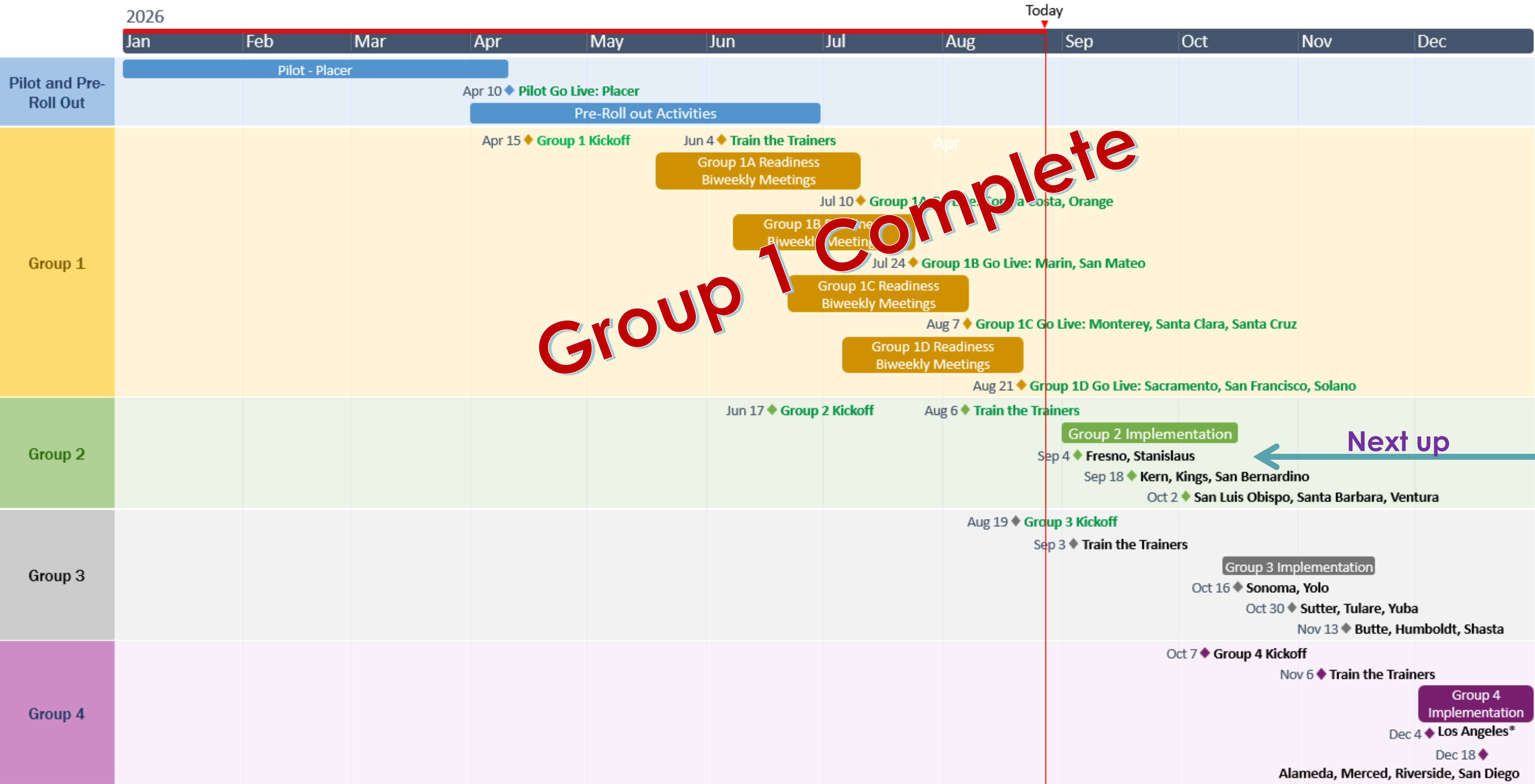
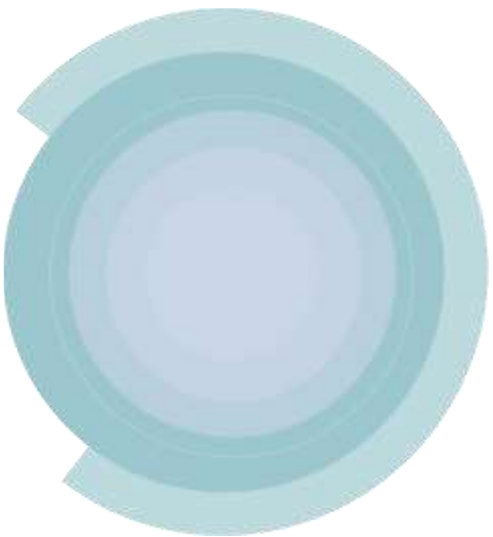
1. Constructing a detailed project plan to include testing for each system across the CalSAWS vendor partners
2. Engaging multiple stakeholders in Discovery workshops to identify user journeys to inform the project plan and inform the other vendors
3. Extending the testing period to provide additional time for CalSAWS core system and BenefitsCal
4. Determining the rollback plan in the case of unexpected significant problems.



Call Summarization

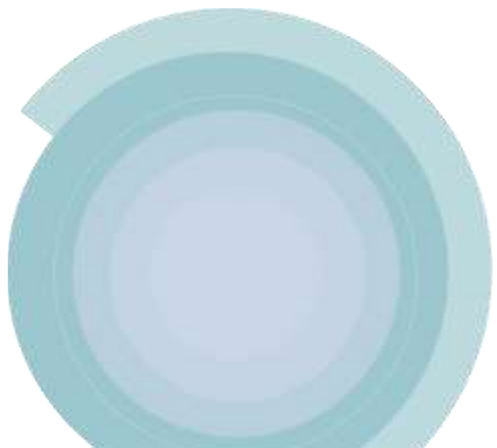
Call Summarization Timeline

Solution Path



Metrics Since Launch

Results from April 10th to August 26th – 11 Counties in the Metrics



Key Performance Metrics

Since Launch
4/10/26 Forward

232,155

Summaries Generated Since
Launch

3.88

Avg Generation Time
(Seconds)

100%

% Generated within 60
seconds

Percentage Time Reduction

7.9%

Reduction in ACW

10.7%

Reduction in AHT

Percentage of Content Unedited

82.2%

Call Summary Content Unedited

Observations/Notes

After Call Work (ACW) and Average Handle Time (AHT) are expected to fluctuate widely as new Counties implement the functionality.

Call Summarization

Project Watch Items

Change Management and Non-Technical

- **County Readiness**
 - See activities for pre-work in the “County Readiness Activities” area of this slide
- **Material/Session Verification**
 - Review of materials (training, readiness, etc.) and sessions post pilot and following waves for improvement as needed

Technical

- **Successful Pilot Completion - COMPLETE**
 - Functionality as expected (Based on errors identified and/or significant editing by a large number of agents)
- **Performance - COMPLETE**
 - Summaries are generated in the expected time

County Readiness Activities

1. Determine if your County has an applicable AI policy and, if so, what information is needed to verify acceptability
2. Consider union related activities, if applicable, and what information is needed to support these communications
3. Consider your testing strategy including roles (agents, supervisors, bilingual, etc.)
4. Begin determining your training and communication plan using the following available materials:
 - Design document
 - Training materials
 - Frequently asked questions
 - Demo videos
 - Readiness checklist