

CalSAWS

California Statewide Automated Welfare System



Bi-Weekly Status Report

CalSAWS Infrastructure

Reporting Period: July 27, 2026 – August 9, 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 44 active Infrastructure Production defects.
Incidents	RESOLVED: PRB0053924 – As of 1:53 PM on August 07, 2026, San Bernardino users at the 2740 Little Mountain Dr, San Bernardino site are unable to access CalSAWS and associated systems due to a power outage. San Bernardino users at the Little Mountain site will experience issues accessing CalSAWS and associated systems until the issue is resolved. Local county contact has confirmed an unplanned power outage in the area. No estimated time of restoration has been provided at this time. An update will be provided when additional information becomes available. Update: Power at the Little Mountain Drive site has been restored by the local utility provider. The CalSAWS project team monitored stability at the site and are confirming with the county users their access to CalSAWS and associated systems. An update will be provided when user access has been confirmed. As of 2:34 PM on August 07, 2026, this issue has been resolved. Power at the Little Mountain Drive site has been restored and users are now able to access CalSAWS and associated systems. RESOLVED: PRB0053872 – As of 3:13 PM on July 27, 2026, users may experience intermittent access issues accessing Apex or while: Executing queries in Apex workshop & running and/or downloading Apex reports. Users may experience intermittent access issues with Apex until the issue is resolved. The project team is actively working to resolve the issue. An update will be provided when additional information becomes available. As of 3:49 PM on July 27, 2026, the issue has been resolved. The project team identified the cause of the issue and performed a rolling restart of Apex servers. Users are now able to access Apex, including executing queries and running/downloading reports as expected. RESOLVED: PRB0053865 – As of 8:25 AM on July 27, 2026, some EBT and BIC Card replacement tasks are not being processed timely by the Robotic Process Automation (RPA) solution. Some EBT and BIC Card replacement tasks generated by the Robotic Process Automation (RPA) solution will be delayed until the issue is resolved. This issue also impacts the Santa Clara Worker Assignment processing solution. The project

TOPIC	HIGHLIGHTS FOR THE REPORTING PERIOD
	team is actively working to resolve the issue. An update will be provided when additional information becomes available. As of 10:45 AM on July 27, 2026, the issue has been remediated by the project team. RPA Bot processes have been successfully restarted, and tasks are now being processed in a timely manner. RESOLVED: PRB0053877 – As of 8:23 PM on July 28, 2026, some county users are experiencing issues receiving One Time Passcode (OTP) email used for logging into CalSAWS and associated systems. Impacted county users may experience issues receiving OTP email until the issue is resolved. Workaround: SMS/Text Message OTP delivery option is working for those counties who opted in for this service. Details: The project team is actively investigating the issue and confirmed OTP emails are being delivered to county email services. The AWS vendor determined a possible issue with county email security services that are blocking receipt of OTP email. It is recommended that County IT teams confirm their email service is allowing CalSAWS OTP email delivery. Update: The project confirmed an outage in one of their data centers. Restoration of services reported, however, users may continue to experience delays in receiving email until their services are fully recovered. As of 11:21 AM on July 28, 2026, this issue has been resolved by county vendor. Affected counties have confirmed OTP emails are being delivered, and users are able to access CalSAWS and associated systems. RESOLVED: PRB0053905 – As of 6:00 AM on July 31, 2026, DPSS MFT server experienced an outage on Thursday, July 30, 2026, that prevented file transfers between CalSAWS, Los Angeles IT Division (ITD). File transfers between CalSAWS, LA ITD will be delayed until the issue is resolved. In addition, this will delay the delivery of DPSS and DCFS warrants and direct deposit benefits to customers. Details: During the Thursday night, July 30, 2026, batch run, CalSAWS was unable to receive files sent from LA County Treasurer Tax Collector (TTC) to the DPSS managed MFT (file transfer server). Additionally, file transfers between LA Auditor Controller (AC) and CalSAWS were impacted and as a result, direct deposits and warrant mailing to customers will be delayed until this issue is resolved. CalSAWS engaged DPSS ITD and LA ISD who attempted to resolve the issue and submitted a ticket with their MFT vendor on Friday evening requesting assistance; however, the vendor will not be available until Monday, August 3, 2026, at 11:00 AM. As a result, CalSAWS will be unable to send eCAPS files to LA AC and will be unable to receive files from LA TTC until the LA DPSS MFT issue is resolved. Defect CA-303740 has been created to track this issue. An update will be provided when additional information becomes available. Update: The LA ISD MFT vendor was unable to resolve the file transfer issue and plans to rebuild the DPSS MFT instance, which they anticipate completing on Tuesday, August 4, 2026. In the interim, eCAPS files from the July 30, July 31, and August 1 batch runs were manually transferred to LA Auditor Controller (AC). The eCAPS files from tonight's (Monday, August 3) batch run will also be manually transferred to AC after batch completion. AC will process these files on Tuesday, August 4 and direct deposit benefits will be available on Wednesday, August 5 and warrants will also be mailed

TOPIC	HIGHLIGHTS FOR THE REPORTING PERIOD
	on Wednesday, August 5. Treasurer Tax Collector (TTC) files will be processed once the MFT issue is resolved. Update#2: The LA MFT vendor restored services, and automated MFT file transfer will resume tonight. Backlogged Audit Controller and TTC files were transferred, and EFT client payments should be available on Monday, August 10, 2026. CalSAWS will monitor tonight's batch run to ensure successful MFT file transfer and provide an update tomorrow, August 5, 2026. As of 3:24 PM on August 04, 2026, this issue has been resolved. The automated MFT file transfer process ran successfully during last night's batch run. AC successfully processed the July 30 through August 3 files and received the August 4 files last night. Additionally, CalSAWS received and processed outstanding TTC files. ▪ Fix In Progress: PRB0053906 – As of 8:00 AM on July 20, 2026, employment paystub images processed from BenefitsCal Truv are not being transferred to the CalSAWS Imaging solution when BenefitsCal customers apply for benefits using Truv to add income information. Employment paystub images submitted via BenefitsCal Truv will not be available for County Staff to view in the CalSAWS Imaging solution until the issue is resolved. Workaround: If a Truv employment record is received without the associated paystub images in CalSAWS, it is recommended that County Staff request that the customer manually upload their paystubs through BenefitsCal or submit them using another County approved method until the issue is resolved. Details: The BenefitsCal project team is actively working to resolve the issue. BenefitsCal Truv employment information continues to be received successfully and available via the CalSAWS e-Application Summary page. Defect CSPM-85000 has been created to track the issue. The code fix and reprocessing of impacted paystub images is in progress. An update will be provided when additional information becomes available.
Maintenance/ Deployments	▪ 08/09/2026: Maintenance – CalSAWS Production Maintenance ▪ 08/09/2026: Deployment – Priority Release 26.08.09 (CHG0060813) ▪ 08/07/2026: Deployment – Priority Release 26.08.07 (CHG0060815) ▪ 08/06/2026: Deployment – Priority Release 26.08.06 (CHG0060793) ▪ 08/04/2026: Deployment – Priority Release 26.08.04 (CHG0060706) ▪ 07/31/2026: Maintenance – Maintenance – IAM (ForgeRock) Maintenance ▪ 07/31/2026: Deployment – Priority Release 26.07.31 (CHG0060675) ▪ 07/30/2026: Deployment – Priority Release 26.07.30 (CHG0060663) ▪ 07/28/2026: Deployment – Priority Release 26.07.28 (CHG0060608) ▪ 07/27/2026: Deployment – Priority Release 26.07.27 (CHG0060592)
Milestones	▪ Eight (8) Production Deployments during this reporting period. ▪ One Hundred Five (105) 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 Approved	N/A
Monthly Deliverables Approved: I-D06, I-D08, I-D13	Infrastructure Work Schedule Report, CalSAWS Hardware & Software Inventory Report, Infrastructure Monthly Operations Report	FDELs Approved	N/A

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 0135-26 Scheduled Downtime Notification – 08/16/2026	1	08/04/2026
Scheduled CalSAWS Maintenance	CalSAWS Broadcast >> Scheduled CalSAWS Maintenance >> CalSAWS Identity and Access Management Solution (ForgeRock) – 07/31/2026, 10:00 PM to 2:00 AM	5	07/22/2026
	CalSAWS Broadcast >> Scheduled CalSAWS Maintenance – 07/16/2026, 6:00 AM to 1:00 PM – Update		07/16/2026
	CalSAWS Broadcast >> Scheduled CalSAWS Maintenance – 07/26/2026, 2:00 PM to 6:30 PM		07/16/2026
	CalSAWS Broadcast >> Scheduled CalSAWS Maintenance >> CalSAWS Adhoc Reporting Database – 07/26/2026, 12:00 PM to 4:00 PM		07/16/2026

CATEGORIES	SUBJECT	COUNT	Distribution Date (s)
	CalSAWS Broadcast >> Scheduled CalSAWS Maintenance >> CalSAWS Imaging Solution (Hyland) Maintenance – 07/24/2026, 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 – San Bernardino County – Little Mountain Drive Site – CalSAWS Access Issue – Power Outage	6	08/07/2026
	Update – CalSAWS County Executive Communication – San Bernardino County – Little Mountain Drive Site – CalSAWS Access Issue – Power Outage		08/07/2026
	New – CalSAWS County Executive Communication – San Bernardino County – Little Mountain Drive Site – CalSAWS Access Issue – Power Outage		08/07/2026
	Resolved – CalSAWS Project Executive Communication – CalSAWS Access Issue		08/02/2026
	Update – CalSAWS Project Executive Communication – CalSAWS Access Issue		08/02/2026
	New – CalSAWS County Executive Communication – CalSAWS Access Issue		08/02/2026
Issue Notification	Resolved – PRB0053924	15	08/07/2026
	Update – PRB0053924		08/07/2026
	New – PRB0053924		08/07/2026
	---		---
	Resolved – PRB0053905		08/05/2026
	---		---
	Update#2 – PRB0053905		08/04/2026
	---		---
	Update – PRB0053905		08/03/2026
	New – PRB0053906		08/03/2026
	New – PRB0053905		08/03/2026
	---		---

CATEGORIES	SUBJECT	COUNT	Distribution Date (s)
	Resolved – PRB0053877 Update – PRB0053877 New – PRB0053877 --- Resolved – PRB0053872 New – PRB0053872 Resolved – PRB0053865 New – PRB0053865		07/28/2026 07/28/2026 07/28/2026 --- 07/27/2026 07/27/2026 07/27/2026 07/27/2026
Priority Release Requests for Approval	Priority Release 26.08.09 (CHG0060813) Priority Release 26.08.07 (CHG0060815) Priority Release 26.08.06 (CHG0060793) Priority Release 26.08.04 (CHG0060706) Priority Release 26.07.31 (CHG0060675) Priority Release 26.07.30 (CHG0060663) Priority Release 26.07.28 (CHG0060608) Priority Release 26.07.27 (CHG0060592)	8	08/09/2026 08/07/2026 08/06/2026 08/04/2026 07/31/2026 07/30/2026 07/28/2026 07/27/2026
Informational Alert	CalSAWS Informational Alert >> Early Batch Start on Monday 08/17/2026 CalSAWS Informational Alert >> Early Batch Start on Saturday 08/15/2026 CalSAWS Informational Alert >> Early Batch Start on Saturday 08/08/2026 Project Staff >> Informational Alert – CalSAWS 2026 – 2028 Deployment Schedule Update	4	08/06/2026 08/06/2026 08/04/2026 08/03/2026
CalSAWS	Daily Health Report	10	08/07/2026 08/06/2026 08/05/2026 08/04/2026 08/03/2026 07/31/2026 07/30/2026 07/29/2026 07/28/2026 07/27/2026

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	08/16/2026 12:00 AM to 11:59 PM	CalSAWS users will be redirected to a read-only version during the outage.	CIT 0135-26 08/03/2026	
CalSAWS Ad hoc Reporting	CalSAWS Ad hoc Reporting Database maintenance	08/16/2026 12:00 AM to 11:59 PM	CalSAWS Ad hoc Reporting will be unavailable during this time.	CIT 0135-26 08/03/2026	
CalSAWS	CalSAWS Maintenance	08/09/2026 7:00 AM to 11:00 AM	CalSAWS users will be redirected to a read-only version during the outage.	N/A	08/04/2026
BenefitsCal	BenefitsCal Release 26.08.07	08/07/2026 8:00 PM to 10:00 PM	BenefitsCal will be unavailable during this time.		08/07/2026
BenefitsCal	BenefitsCal Release 26.07.30	07/30/2026 8:00 PM to 10:00 PM	BenefitsCal will be unavailable during this time.		07/30/2026

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
0135-26	Scheduled Downtime Notification – 08/16/2026	Informational	08/04/2026	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

ID	DESCRIPTION	STATUS
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
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

ID	DESCRIPTION	STATUS
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
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

ID	DESCRIPTION	STATUS
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

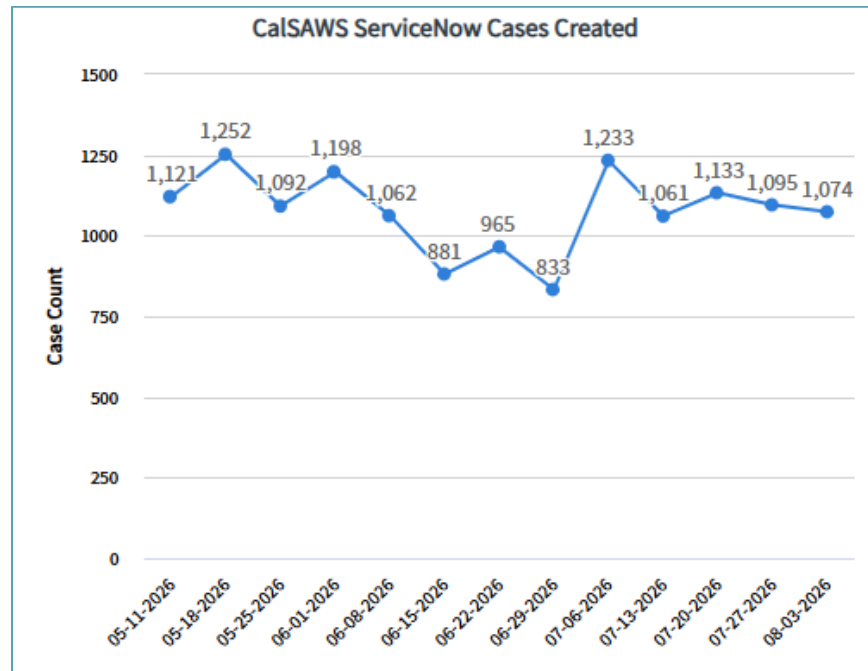


Figure 4.1.1: CalSAWS ServiceNow Cases per Week Created

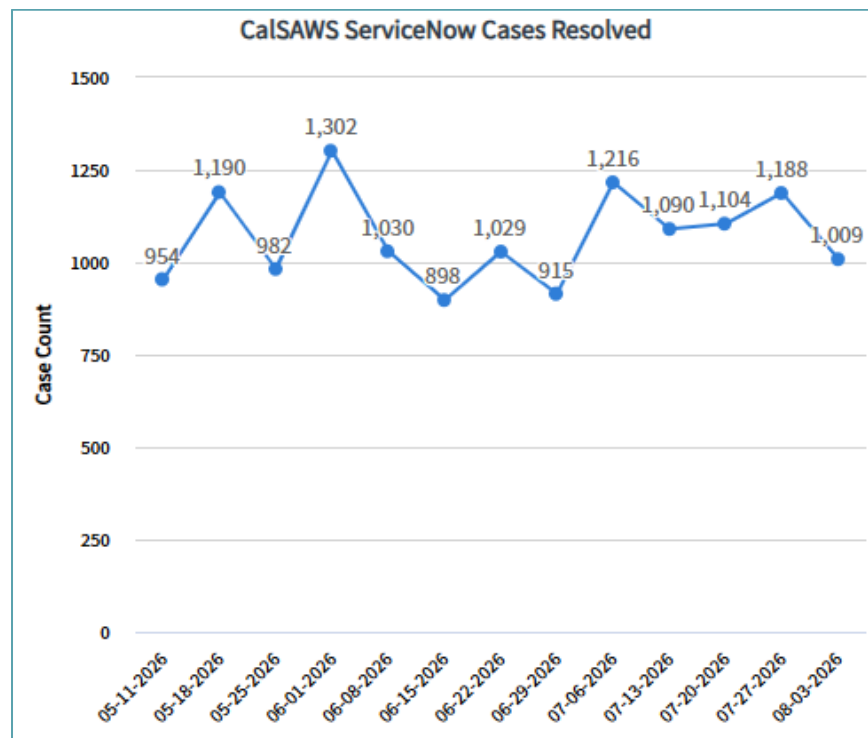


Figure 4.1.1-4.1.2: CalSAWS ServiceNow Cases per Week Resolved

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.

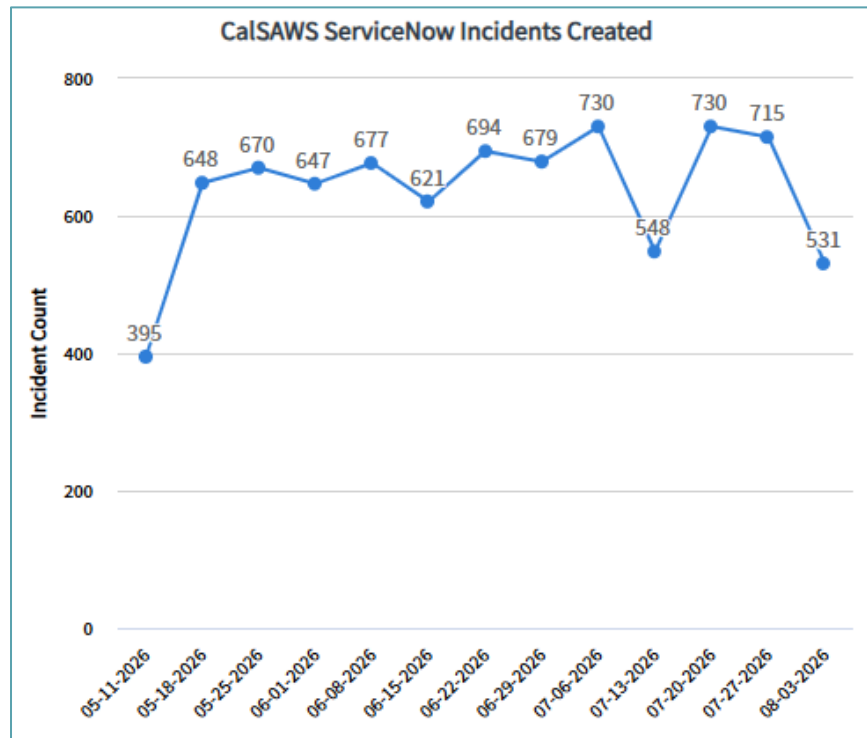


Figure 4.1.3: CalSAWS ServiceNow Incidents Created

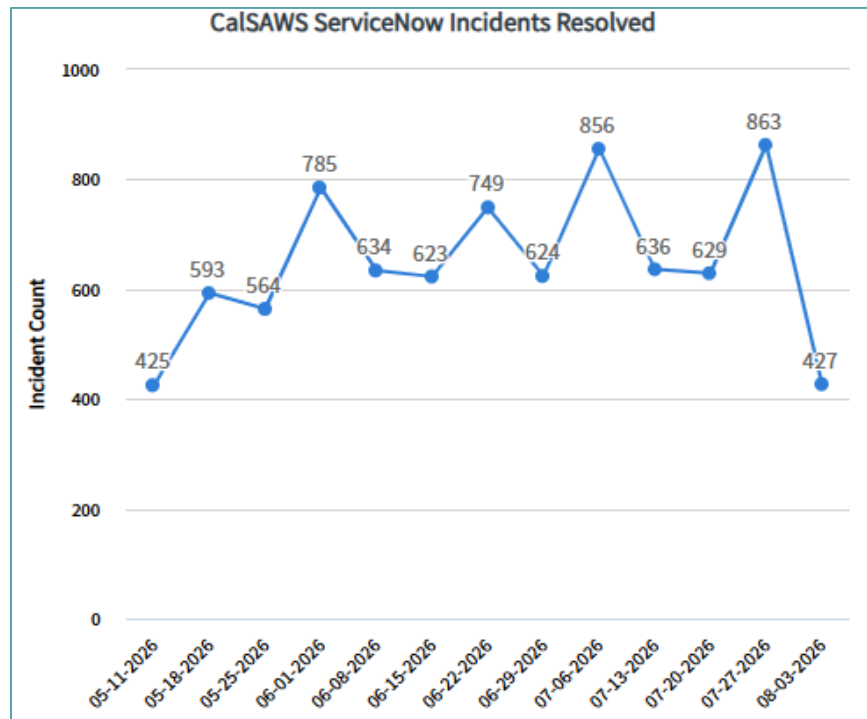


Figure 4.1.1-4.1.4: CalSAWS ServiceNow Incidents Resolved

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.

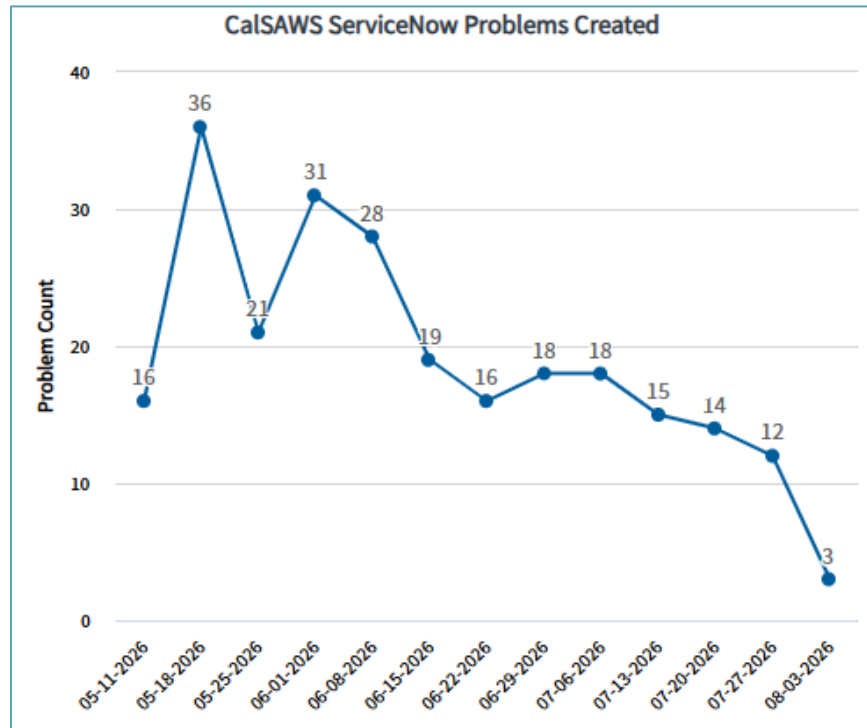


Figure 4.1.1-4.1.5: CalSAWS ServiceNow Problems Created

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.

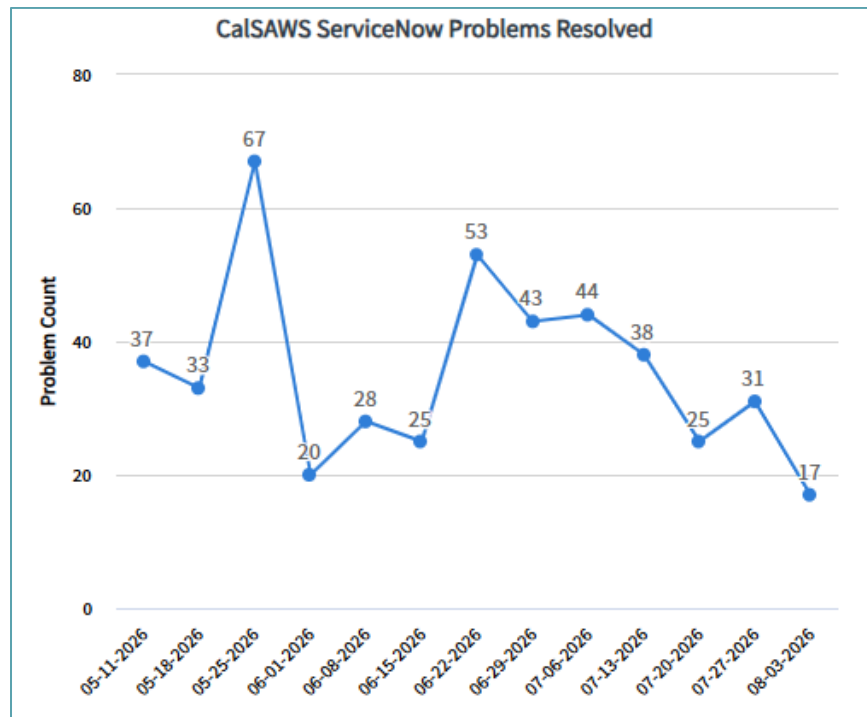


Figure 4.1.1-4.1.6: CalSAWS ServiceNow Problems Resolved

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	6	57	1	3	2	6	10	2	87
IN PROGRESS	5	71	10	10	25	33	59	17	230
ON HOLD	0	94	48	37	72	79	90	38	458
RESOLVED	1	240	318	497	143	69	58	26	1352
CLOSED	16	9	4	53682	107212	19091	13191	3705	196910
PROBLEM IN DIAGNOSIS	0	0	0	0	0	1	0	1	2
TOTAL	28	471	381	54229	107454	19279	13408	3789	199039

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.

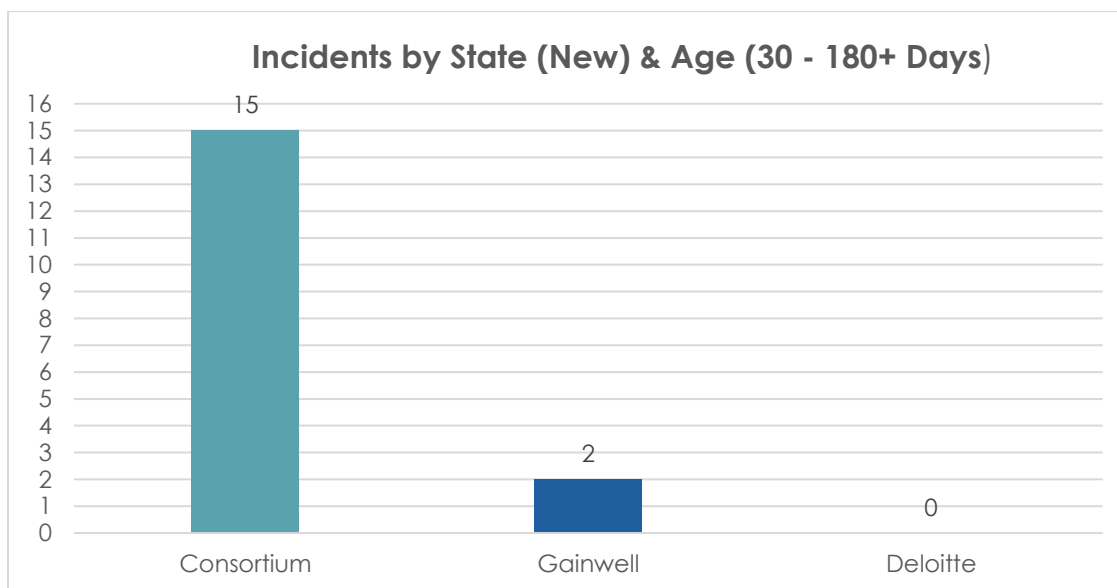


Figure 4.1.1-4.1.7: CalSAWS ServiceNow Incidents by State (New) and Age (30 – 180+ Days)

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

ORGANIZATION	SERVICE DESK INCIDENTS	INFRASTRUCTURE INCIDENTS	TOTAL INCIDENTS
Consortium	15	0	15
Gainwell	2	0	2

ORGANIZATION	SERVICE DESK INCIDENTS	INFRASTRUCTURE INCIDENTS	TOTAL INCIDENTS
Deloitte	0	0	0
Total	17	0	17

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

ORGANIZATION	SERVICE DESK INCIDENTS	INFRASTRUCTURE INCIDENTS	TOTAL INCIDENTS
Consortium	106	0	106
Gainwell	1	1	2
Deloitte	1	0	1
Total	108	1	109

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

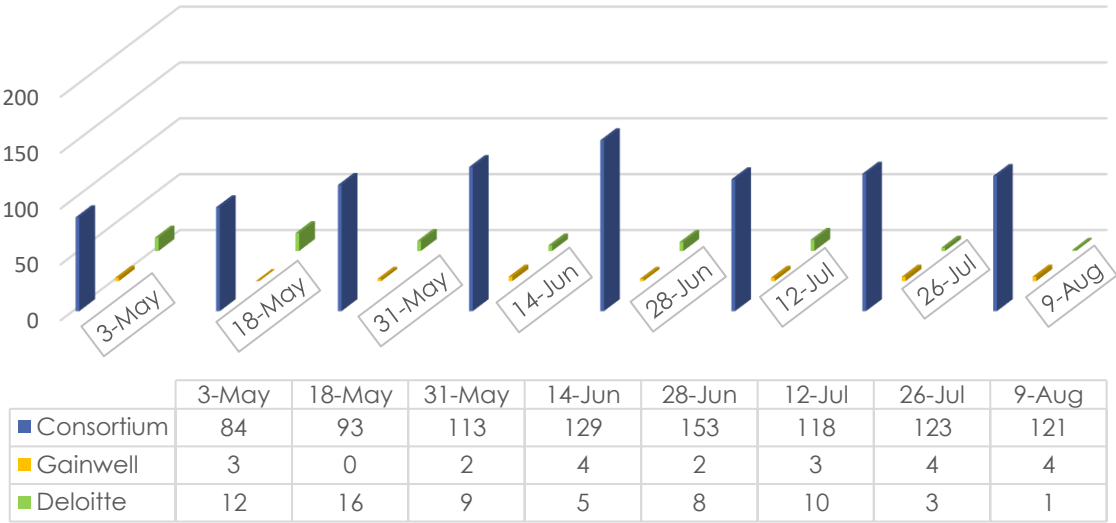


Figure 4.1.1-4.1.9: Aging Incident Backlog

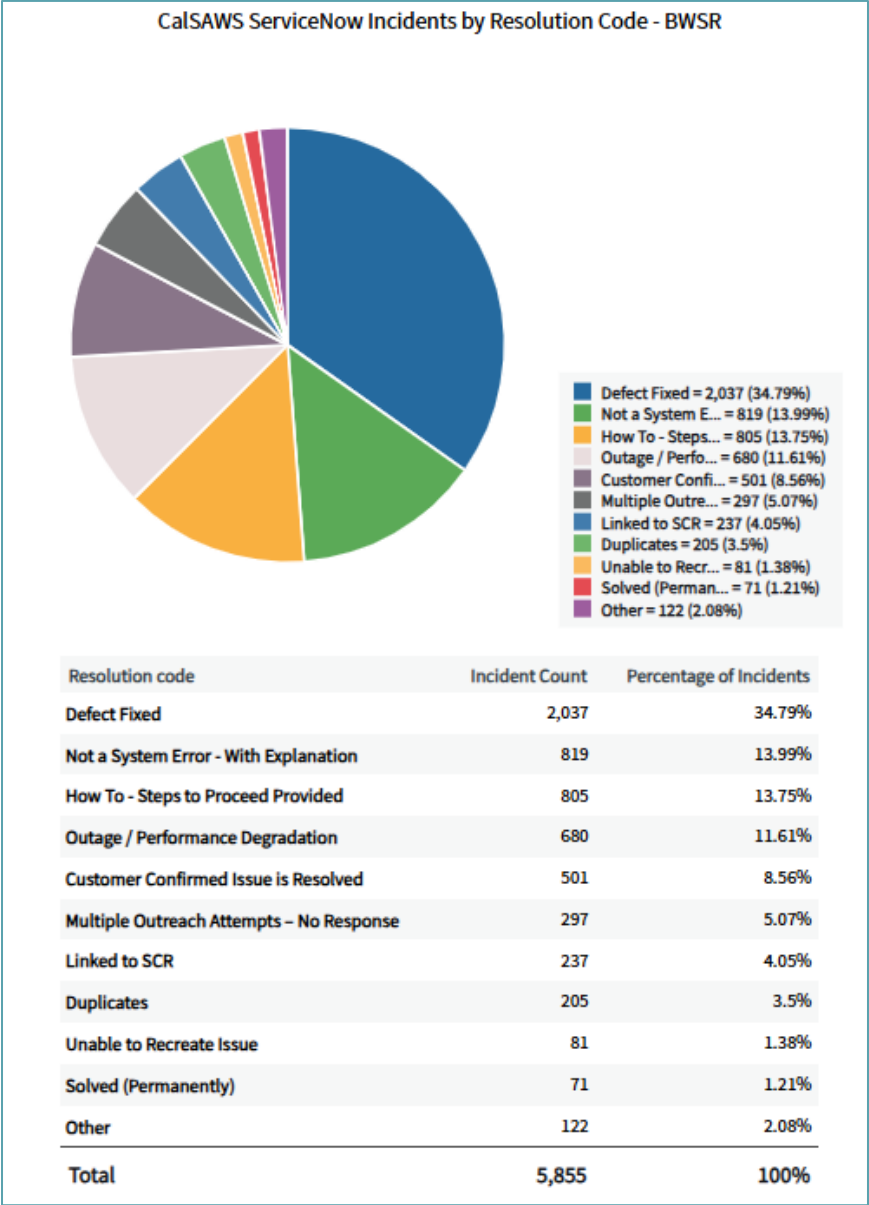


Figure 4.1.10: CalSAWS ServiceNow Incidents by Resolution Code

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

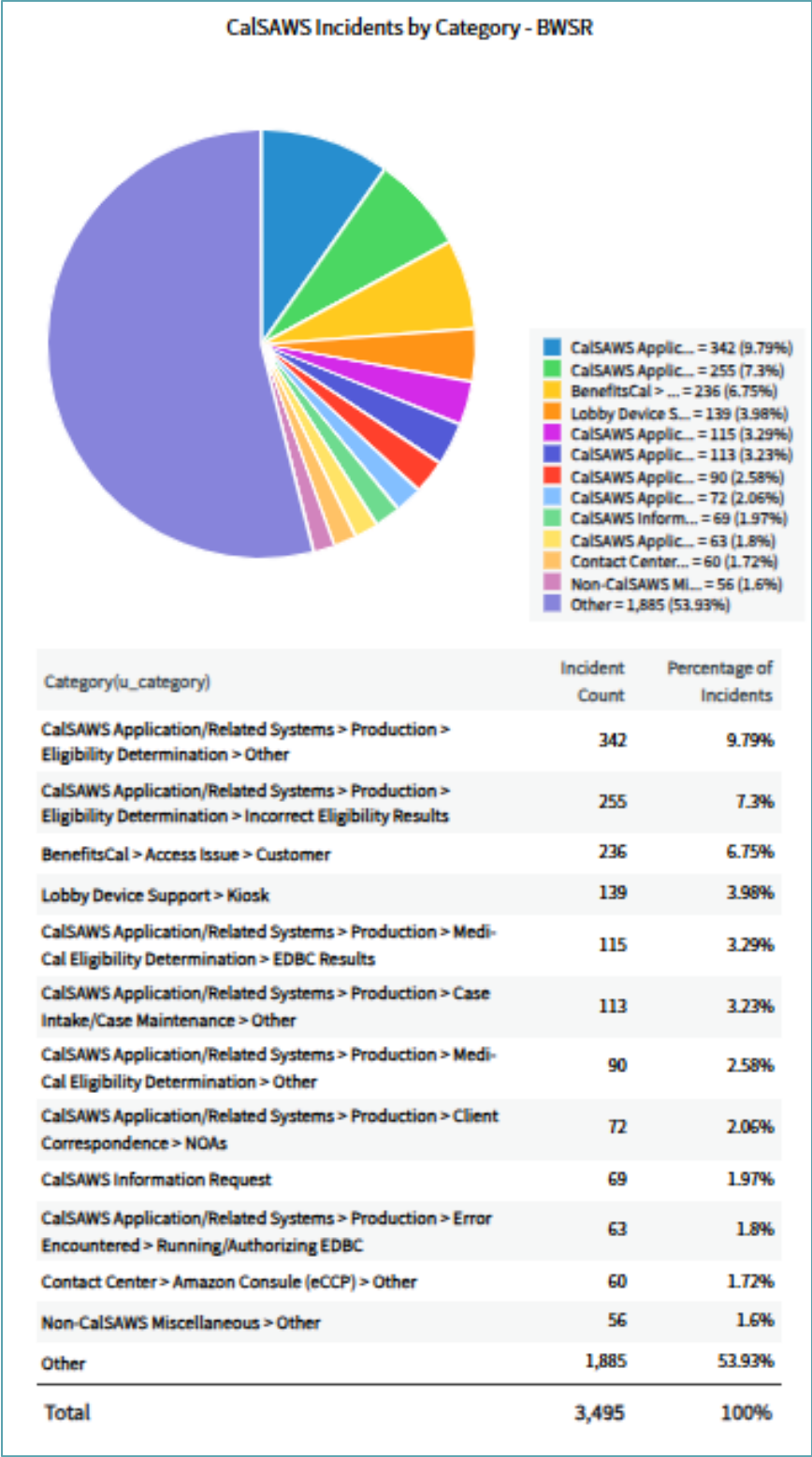


Figure 4.1.11: CalSAWS ServiceNow Incidents Created by Category

Note: The pie chart above represents Incidents by Category created within the past two (2) months. Please view the CalSAWS Incidents by Category Breakdown report to see a complete list of all categories selected for the 3,495 incidents.

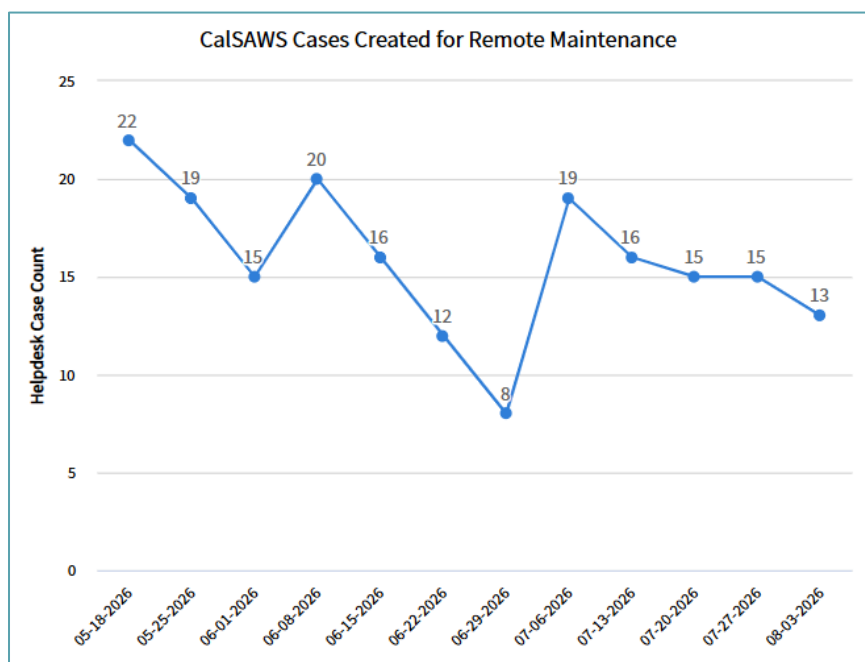


Figure 4.1.12: CalSAWS ServiceNow Cases Created for Remote Maintenance

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

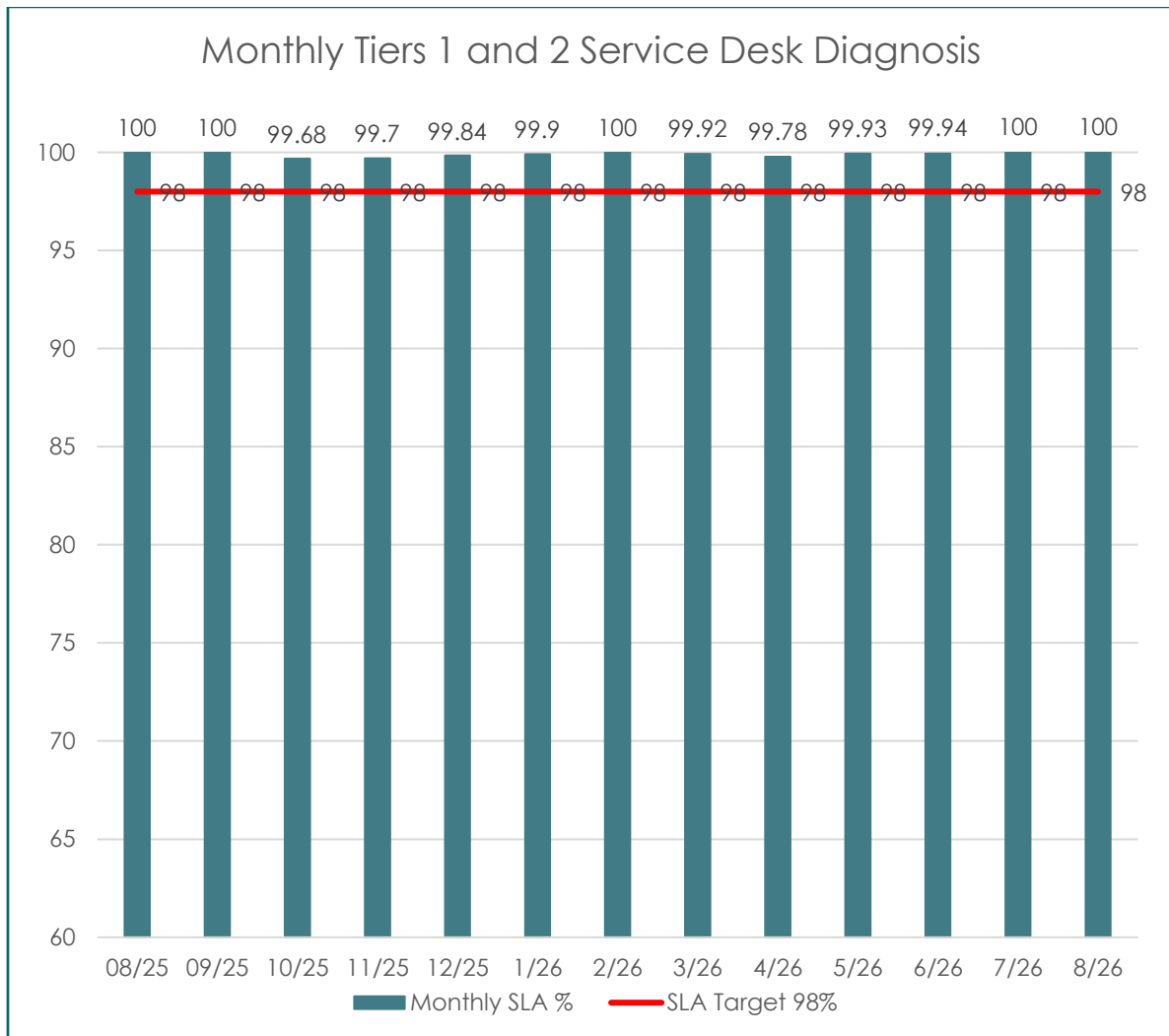


Figure 4.1.13: CalSAWS Monthly Tiers 1 and 2 Service Desk Diagnosis SLA Compliance

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

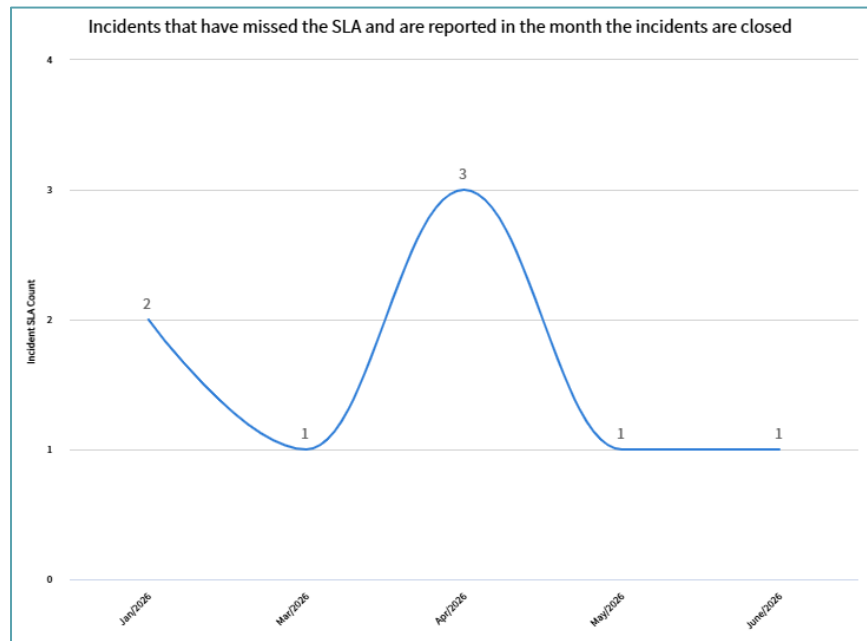


Figure 4.1.14: Incidents that have missed the Service Level Agreement (SLA) in their respective months

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 August MTD.

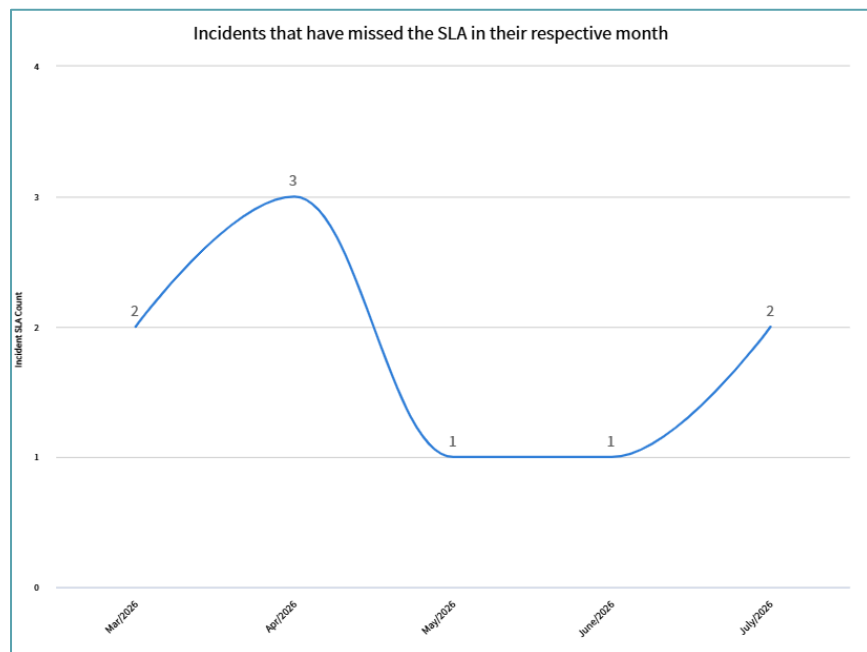


Figure 4.1.15: Incidents that have missed the SLA and reported in the month incidents are closed.

4.1.2 BenefitsCal Technical Service Desk Metrics

Information related to the BenefitsCal Technical Service Desk follows.

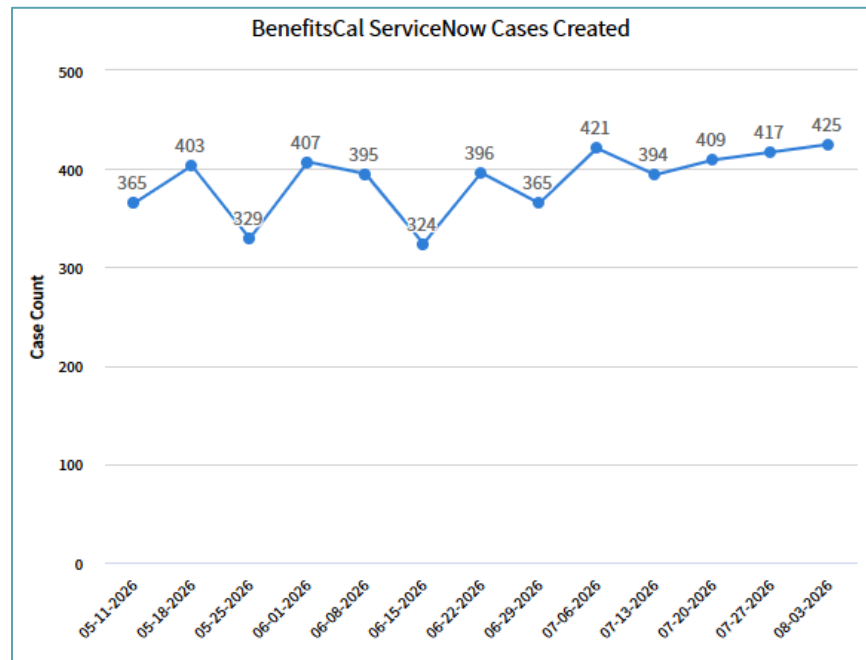


Figure 4.1.2-4.1.16: BenefitsCal ServiceNow Cases Created

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.

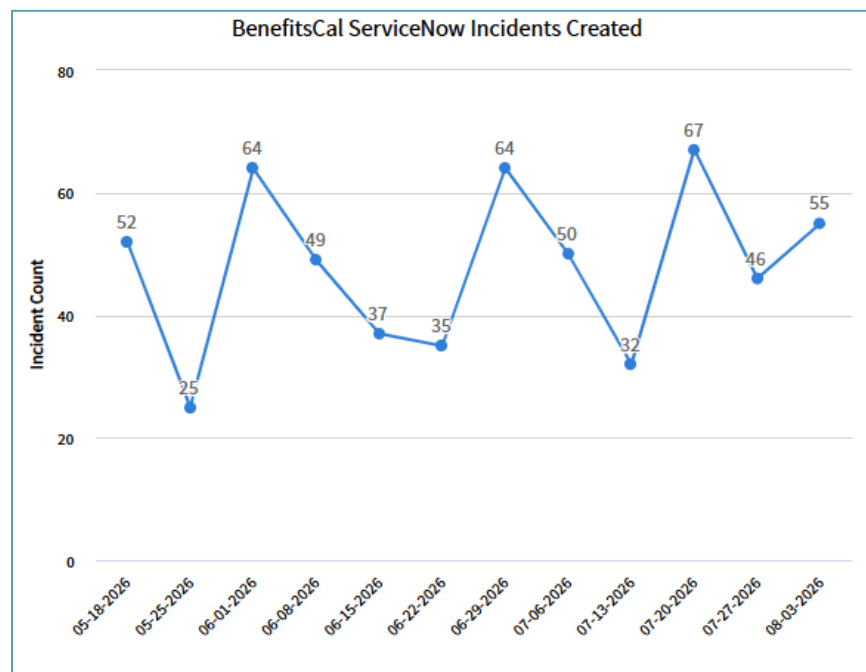


Figure 4.1.2-4.1.17: BenefitsCal ServiceNow Incidents Created

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.

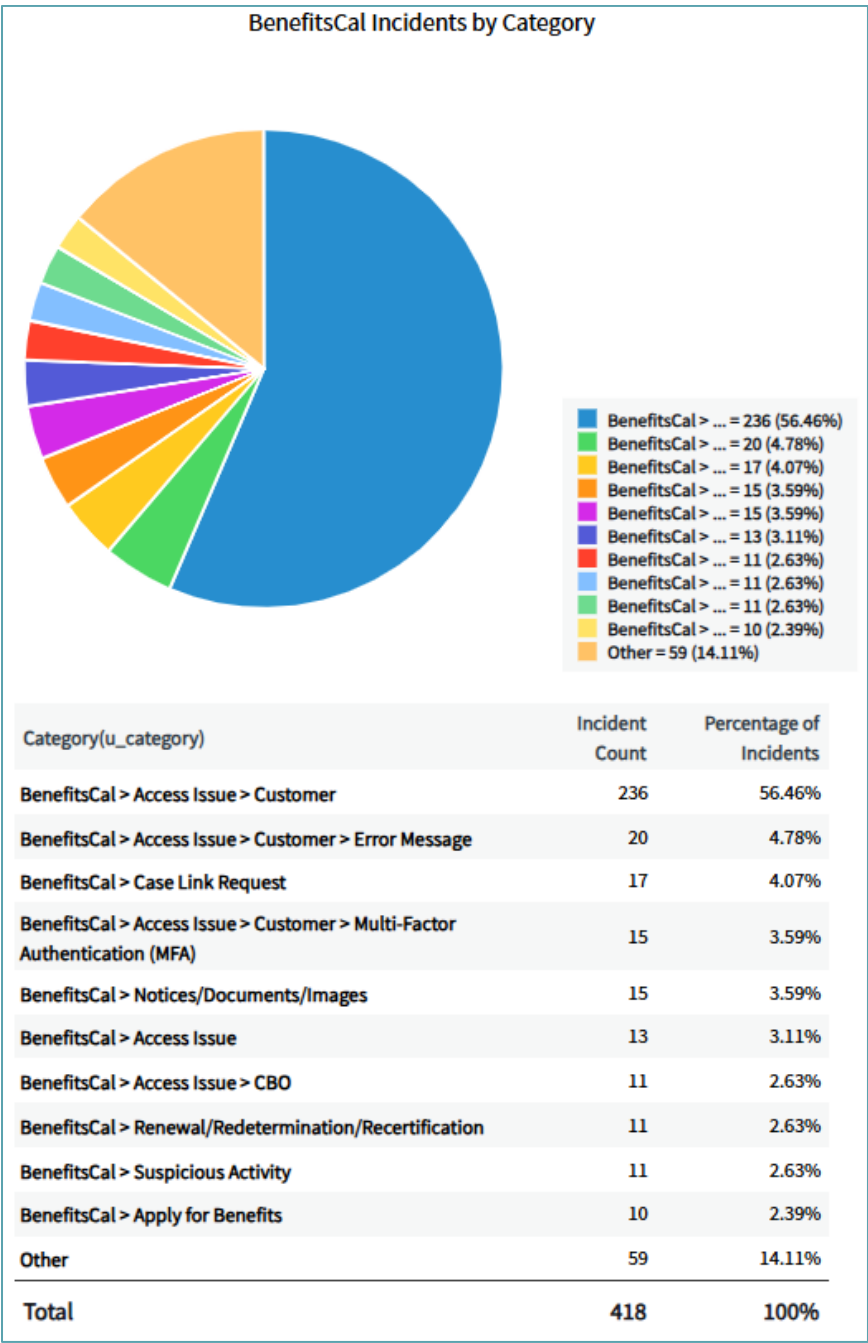


Figure 4.1.2-4.1.18 BenefitsCal ServiceNow Incidents Created by Category

Note: The pie chart above represents Incidents by Category created within the past two (2) months. The 59 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
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	23
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	44

Table 4.2-2: Infrastructure Production Defects

Jira ID	Created	Infra Team	Description	Status
CA-304052	08/07/2026	Infra Contact Center	Chat History in eCCP missing	New
NOW-1530	08/07/2026	Infra ServiceNow	Roster: unable to update department (as CPMO)	Documenting

Jira ID	Created	Infra Team	Description	Status
CA-303993	08/06/2026	Infra Contact Center	Agent status in NearReal time report not matching	System Test
CA-303744	07/31/2026	Infra Contact Center	Supervisor Email Notifications are not being sent	In Development
CA-303682	07/30/2026	Infra Contact Center	Issue with Nuance Rekey lambda	In Development
CA-303600	07/29/2026	Infra Contact Center	San Bernardino Callers without caller id are not going to Smart Routing	Assigned
CA-303596	07/29/2026	Infra Contact Center	San Francisco CAAP callers not going to Smart Routing	System Test
CA-303509	07/27/2026	Infra Contact Center	is Email regex function exponential backtracking	Test Complete
CA-303451	07/24/2026	Infra Contact Center	Logged on Time is not accounting total Online time for a day	Assigned
CA-303450	07/24/2026	Infra Contact Center	CTR is not displaying in Quick report for a day's lapse	System Test
CA-303267	07/21/2026	Infra Contact Center	26.07.09 Snyk Scan – ca_connect_eccp_backend	Test Complete
CA-303266	07/21/2026	Infra Contact Center	26.07.09 Snyk Scan – ca_ivr	Test Complete
CA-303264	07/21/2026	Infra Contact Center	26.07.09 Snyk Scan – ca_connect_lambda	Test Complete
CA-303207	07/20/2026	Infra Contact Center	Last Name field on Call Me is set to telephone instead of text	System Test
CA-303187	07/19/2026	Infra Contact Center	Sonoma, Yuba, Marin, Placer, Monterey – Missing chat transcripts	Test Complete
CA-303170	07/17/2026	Infra Contact Center	Quick – Fix Author SQL Update command	System Test
CA-303009	07/14/2026	Infra Contact Center	Missing await for update query prior to destroying connection	Test Complete
CA-303008	07/14/2026	Infra Contact Center	Fresno Call Summary Spanish with English-Code Switching as Primary Language	Assigned
CA-302981	07/13/2026	Infra Contact Center	San Bernardino Callers with Confirmed PH, Unsuccessful Auth Not Routing Correctly	Reopened
CA-302919	07/09/2026	Infra GenAI	Fresno Call Summary not Generating for Spanish CCB	Assigned
CA-302721	07/02/2026	Infra Contact Center	ECCP Agent Profile Showing Duplicate Entries	In Development
NOW-1517	07/01/2026	Infra ServiceNow	SC_TASK Routing for 'Project Staff Offshore Travel' requests	Done

Jira ID	Created	Infra Team	Description	Status
GAGR-1031	06/29/2026	Infra GAGR (Client Correspondence)	GA-QR7 BRM Page not generating with Report	In Development
NOW-1514	06/25/2026	Infra ServiceNow	System auto-Cancelling already cancelled RITM	Documenting
CA-302434	06/24/2026	Infra Contact Center	eCCP – Contact History Search populating all calls	Test Complete
NOW-1503	06/01/2026	Infra ServiceNow	Dashboards NEXT Interface issue	Documenting
CA-301414	05/28/2026	Infra Tech Ops	WPR – Program Trend dashboard not available to users on 05/27/2026	New
NOW-1497	04/23/2026	Infra ServiceNow	Defect: Resource Change Form subtask assignment	Done
CA-299836	04/13/2026	Infra Contact Center	Calls on hold occasionally do not activate mute	In Development
NOW-1489	04/06/2026	Infra ServiceNow	Performance Analytics visibility defect (breakdown related?)	Documenting
CA-299429	04/03/2026	Infra DBA	Long running AN_QLIK_EX_SAR_CURRENT_ST AT job	Assigned
NOW-1487	03/31/2026	Infra ServiceNow	ServicePortal invalid link in widget to all requests	Done
NOW-1484	03/23/2026	Infra ServiceNow	Roll on/Roll off messaging still includes Accenture PMO	Done
CA-298844	03/20/2026	Infra Contact Center	WelcomeBot report occasionally shows negative number for abandoned	In Development
CA-297958	02/19/2026	Infra Cloud Ops	FIS (Food and cash) Files were completed late on 02/18	Pending Rejection
CA-297406	01/30/2026	Infra Cloud Ops	Make the SCATL call through intranet as the current call goes through Internet via APIGateway	New
NOW-1465	01/28/2026	Infra ServiceNow	AWS SSO request template is broken (RITM0101847)	In Progress
NOW-1464	01/28/2026	Infra ServiceNow	ServiceNow Functionality Issues (RITM0101260)	Closed
CA-296371	12/09/2025	Infra Middleware	Deloitte Batch Ops not able to Import Topics in Confluent	New
CA-295646	11/06/2025	Infra Imaging	Task service throwing error "ORA-12899: value too large for column"	Assigned
CA-295543	11/03/2025	Infra Tools	JRASERVER-78485: Text Visibility issue in Quick Search bar	New
CA-295541	11/03/2025	Infra Contact Center	Agent Daily Statistics Not Populating in ECCP Agent Management Tab	In Assembly Test

Jira ID	Created	Infra Team	Description	Status
NOW-1452	10/08/2025	Infra ServiceNow	POA&M ACLs / List Edit lock down	To Do
NOW-1433	08/01/2025	Infra ServiceNow	ENV access request: verbiage removal	Done
CA-304052	08/07/2026	Infra Contact Center	Chat History in eCCP missing	New

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
07/27/2026	07/28/2026	STANDARD – Weekly AWS AMI creation Change and Security Updates – Monday (July 27)
07/27/2026	07/27/2026	Standard Change: ForgeRock DEV DR Release 26.07.27
07/27/2026	07/27/2026	5G Upgrade (hot cut) and Velocloud upgrade at Site 47002
07/27/2026	07/27/2026	CalSAWS Priority Release 26.07.27
07/27/2026	08/07/2026	Per CIS Control ID 8602 To configure server key setting for NTP servers
07/27/2026	07/27/2026	Gold River Disable HTTP Management Access on Cisco WLC 9800
07/28/2026	07/28/2026	Standard Change: CalSAWS (Wordpress) Lower Environment Website Update
07/28/2026	07/28/2026	5G Upgrade (hot cut) and Velocloud upgrade at Site 33015
07/28/2026	07/28/2026	5G Upgrade (hot cut) and Velocloud upgrade at Site 36061
07/28/2026	07/28/2026	STANDARD – Weekly Linux Environment Patching – Tuesday 18:30 – 21:00 (July 28)
07/28/2026	07/28/2026	CalSAWS Priority Release 26.07.28
07/29/2026	07/31/2026	RDS Snapshot Cleanup – Contact Center Training Account
07/29/2026	07/31/2026	San Bernardino County IOS Upgrade for County Cisco device from IOS current version 17.15.04c to 17.15.05 (Primary & Secondary)

DATE (s)		ACTIVITY DESCRIPTION
07/29/2026	07/31/2026	Enable AI Features in Figma Gov to activate the "Make" button for authorized users.
07/29/2026	08/05/2026	Migrate from Pinpoint service to End User Messaging service for sending SMS – coreapp-staging
07/29/2026	07/29/2026	5G Upgrade (hot cut) and Velocloud upgrade at Site 33338
07/29/2026	07/30/2026	Delete unused EBS volumes on Jenkins and Ansible.
07/29/2026	07/30/2026	Calaveras County IOS Upgrade for County Cisco device from IOS current version 17.15.04c to 17.15.05
07/29/2026	08/05/2026	Configure AWS infrastructure for Okta setup for AT and Dev environments in coreapp-development account
07/29/2026	08/07/2026	Migrate Patch Scheduling from Terraform to Jenkins – CoreApp Development
07/29/2026	08/04/2026	LCA Call Summarization deployment for Fresno county training account Group-2A
07/29/2026	08/04/2026	LCA Call Summarization deployment for Stanislaus county training account Group-2A
07/29/2026	07/29/2026	STANDARD – Weekly Linux Environment Patching – Wednesday 18:30 – 22:30 (July 29)
07/29/2026	08/05/2026	In-Place Upgrade of Ansible Tower Sandbox server from RHEL 8.10 to 9.8
07/29/2026	07/31/2026	Create Customer Managed Key for AWS outage alerts in coreapp-production-shared-services (567729715457)
07/30/2026	08/05/2026	Standard Change: ForgeRock Testing in SandBox Environment 26.07.30 – 26.08.05
07/30/2026	08/07/2026	Rotate passwords for all CalSAWS network devices (routers, switches, firewalls, load balancers, etc.) every 60 days to comply with internal security policies
07/30/2026	07/30/2026	Enterprise Security (ES) – Disable Use Case "Inactive Account Activity Detected"
07/30/2026	07/30/2026	Enterprise Security (ES) Use Case Tuning for Windows Log Ingestion Halted Alert
07/30/2026	07/30/2026	ECR: Blocking Malicious Sender in Defender/O365/Qualys
07/30/2026	07/31/2026	[ECR] Create subnets and EC2 in us-west-2d for troubleshooting Exadata performance issues
07/30/2026	07/30/2026	Delete unused EBS volume on Jenkins.
07/30/2026	07/30/2026	Standard Change: CalSAWS (WordPress) Production Website Plugin Updates
07/30/2026	07/30/2026	Standard Change: ForgeRock Staging Environment Build 26.07.30
07/30/2026	07/31/2026	Please add new DNS Conditional Forward for Riversidedpss.net and Riversidedpss.org on C33 domain

DATE (s)		ACTIVITY DESCRIPTION
07/30/2026	07/30/2026	Standard Change: ForgeRock AT Release 26.07.30
07/30/2026	07/31/2026	Santa Cruz County IOS Upgrade for County Cisco device from IOS current version 17.15.04c to 17.15.05 (Primary & Secondary)
07/30/2026	07/31/2026	Update Splunk UF on EC2 Linux servers (Tuesday patch groups)
07/30/2026	07/30/2026	STANDARD – Weekly Linux Environment Patching – Thursday 18:30 – 20:30 (July 30)
07/30/2026	07/30/2026	CalSAWS Priority Release 26.07.30
07/30/2026	07/31/2026	Delete unused EBS volumes on Jenkins.
07/30/2026	07/31/2026	Add ACL entries in county switches for EDR access to Oracle staging database (67.21.40.141)
07/31/2026	07/31/2026	Standard Change: ForgeRock AT DR Release 26.07.31
07/31/2026	08/04/2026	ECR: enable connectivity from perf environment to Prod and HA ODB network for Exadata performance testing
07/31/2026	07/31/2026	Standard Change: ForgeRock Dev Release 26.07.31
07/31/2026	07/31/2026	STANDARD – Weekly Linux Environment Patching – Friday 18:30 – 22:30 (July 31)
07/31/2026	07/31/2026	CalSAWS Priority Release 26.07.30
07/31/2026	07/31/2026	ServiceNow Release 26.07.30 Define Accenture BenefitsCal SLAs in ServiceNow
07/31/2026	08/03/2026	Decommission eGain resources across production county accounts
07/31/2026	08/01/2026	Gold River IOS Upgrade for Project Office Cisco devices from IOS current version 17.15.4d to 17.15.05
07/31/2026	08/07/2026	Upgrade Artifactory (JFrog) in coreapp-development from v7.90.15 to v7.146.28
07/31/2026	08/01/2026	Security Production Release 26.07.31
08/01/2026	08/01/2026	Retro: ForgeRock Production OCI SAML Client Reconfigure
08/01/2026	08/01/2026	STANDARD – Weekly Linux Environment Patching – Saturday 13:30 – 23:00 (August 1)
08/02/2026	08/04/2026	Create subnets in us-west-2d for high availability
08/02/2026	08/02/2026	Security DR Production Release 26.08.02
08/02/2026	08/02/2026	Terminate ForgeRock PROD Non-Live Stack EC2 Instances
08/03/2026	08/04/2026	STANDARD – Weekly AWS AMI creation Change and Security Updates – Monday (August 3)
08/03/2026	08/03/2026	Standard Change: ForgeRock DEV DR Release 26.08.03
08/03/2026	08/04/2026	Update Splunk UF on EC2 Linux servers (Wednesday patch groups)
08/03/2026	08/03/2026	CalSAWS Priority Release 26.08.04

DATE (s)		ACTIVITY DESCRIPTION
08/04/2026	08/04/2026	Standard Change: CalSAWS (Wordpress) Lower Environment Website Update
08/04/2026	08/04/2026	5G Upgrade (hot cut) and Velocloud upgrade at Site 22005
08/04/2026	08/05/2026	Update Splunk UF on EC2 Linux servers (Thursday patch groups)
08/04/2026	08/04/2026	STANDARD – Weekly Linux Environment Patching – Tuesday 18:30 – 21:00 (August 4)
08/05/2026	08/07/2026	Fix Snyk vulnerabilities for ALB Invalid Headers in coreapp-Prod
08/05/2026	08/05/2026	Disable Drive Redirection on RDP sessions to servers
08/05/2026	08/07/2026	Consolidate the IAM roles into groups for better management
08/05/2026	08/07/2026	Consolidate the IAM roles into groups for better management
08/05/2026	08/06/2026	Update Web site cert (awsrad802.calaces.org) in DR
08/05/2026	08/07/2026	Fix Snyk vulnerabilities for ALB Invalid Headers in coreapp-development
08/05/2026	08/07/2026	Email Notification for Calabrio Access Key Rotation in nonproduction tools accounts
08/05/2026	08/07/2026	Remove the hardcoded secret access key from the Lambda code
08/05/2026	08/05/2026	5G Upgrade (hot cut) and Velocloud upgrade at Site 33346
08/05/2026	08/07/2026	Cleanup unused Launch Configurations and remove secrets from CloudFormation template
08/05/2026	08/07/2026	Update kinesis trigger to "agent-post-processor" lambda across nonproduction county account
08/05/2026	08/05/2026	Blocking Malicious Sender in Defender/O365/Qualys
08/05/2026	08/05/2026	STANDARD – Weekly Linux Environment Patching – Wednesday 18:30 – 22:30 (August 5)
08/05/2026	08/07/2026	Rotate IAM user credentials of IAM user – SNOWConnector
08/05/2026	08/07/2026	Email Notification for Calabrio Access Key Rotation in production tools accounts
08/05/2026	08/07/2026	Update AWS Config aggregator used for master inventory to include additional AWS accounts
08/05/2026	08/07/2026	Decommission dB build secret for CTSAWS in coreapp-county
08/06/2026	08/06/2026	Whitelist 'domains' of SANS Workforce Security Simulation
08/06/2026	08/06/2026	Upgrade DynaTrace Agent Version on ForgeRock base EC2 instance
08/06/2026	08/07/2026	Coreapp-sandbox : Upgrade Sandbox Bitbucket from LTS 10.2.2 to LTS 10.2.5
08/06/2026	08/07/2026	SandBox : Upgrade Jenkins from 2.555.2 to 2.568.1 on Sandbox-Jenkins

DATE (S)		ACTIVITY DESCRIPTION
08/6/2026	08/06/2026	5G Upgrade (hot cut) and Velocloud upgrade at Site 36082 (San Bernardino)
08/06/2026	08/06/2026	Standard Change: CalSAWS (WordPress) Production Website Plugin Updates
08/06/2026	08/06/2026	Standard Change: ForgeRock Staging Environment Build 26.08.06
08/06/2026	08/06/2026	Standard Change: ForgeRock AT Release 26.08.06
08/06/2026	08/06/2026	STANDARD – Weekly Linux Environment Patching – Thursday 18:30 – 20:30 (August 6)
08/06/2026	08/07/2026	Update Splunk UF on EC2 Linux servers (Friday patch groups)
08/06/2026	08/06/2026	CalSAWS Priority Release 26.08.06
08/06/2026	08/06/2026	ServiceNow Release 26.08.06
08/06/2026	08/06/2026	ServiceNow Release 26.08.06
08/06/2026	08/06/2026	ServiceNow Release 26.08.06
08/07/2026	08/07/2026	Standard Change: ForgeRock AT DR Release 26.08.07
08/07/2026	08/07/2026	Standard Change: ForgeRock Dev Release 26.08.07
08/07/2026	08/07/2026	STANDARD – Weekly Linux Environment Patching – Friday 18:30 – 22:30 (August 7)
08/07/2026	08/08/2026	RDS Snapshot Cleanup – Contact Center Production Accounts – Prod
08/08/2026	08/08/2026	ServiceNow [CSM-TEST] Security Patch: Install Patch 10 Hot Fix 4a on SNC Instance – calsawstest
08/08/2026	08/08/2026	ServiceNow [CSM-TRAINING] Security Patch: Install Patch 10 Hot Fix 4a on SNC Instance – calsawstraining
08/08/2026	08/08/2026	ServiceNow [CSM-DEV] Security Patch: Install Patch 10 Hot Fix 4a on SNC Instance – calsawsdev
08/08/2026	08/08/2026	STANDARD – Weekly Linux Environment Patching – Saturday 13:30 – 23:00 (August 8)
08/09/2026	08/09/2026	CalSAWS Priority Release 26.08.09

Table 4.3.1-2: CalSAWS Upcoming Maintenance

DATE (S)		ACTIVITY DESCRIPTION
08/10/2026	08/11/2026	STANDARD – Weekly AWS AMI creation Change and Security Updates – Monday (August 10)
08/10/2026	08/10/2026	Standard Change: ForgeRock DEV DR Release 26.08.10
08/10/2026	08/11/2026	Update Splunk UF on EC2 Linux servers (Saturday patch groups)
08/11/2026	08/11/2026	5G Upgrade (hot cut) and Velocloud upgrade at Site 33343 (Riverside)
08/11/2026	08/11/2026	STANDARD – Weekly Linux Environment Patching – Tuesday 18:30 – 21:00 (August 11)

DATE (S)		ACTIVITY DESCRIPTION
08/12/2026	08/14/2026	Update MAP Security group description as part of code centralization effort coreapp-county
08/12/2026	08/14/2026	Update MAP Security group description as part of code centralization effort coreapp-training
08/12/2026	08/14/2026	Update MAP Security group description as part of code centralization effort coreapp-staging
08/12/2026	08/14/2026	Update MAP Security group description as part of code centralization effort coreapp-dev
08/12/2026	08/12/2026	5G Upgrade (hot cut) and Velocloud upgrade at Site 36017 (San Bernadino)
08/12/2026	08/12/2026	Modify group policy for Defender SmartScreen
08/12/2026	08/14/2026	Enable "Input Transformation" for AWS outage alerts SNS topic
08/12/2026	08/14/2026	Update MAP Security group description as part of code centralization coreapp-prod
08/12/2026	08/14/2026	Enable IMDSv2 Support for EC2 Instances in Coreapp Dev
08/12/2026	08/14/2026	Increase Disk Space for Selenium Servers
08/12/2026	08/14/2026	Whitelist Qualys support URL for workspaces
08/12/2026	08/14/2026	Cleanup LRS Security Group Rules in Contact Center Non Production Accounts
08/12/2026	8/14/2026	Update permission to IAM Role "GlueCrawlerRole" in shared functions account – nonprod
08/12/2026	08/16/2026	AWS Account Decommission Account Name: contact-center-nonproduction-napa Account ID: 959222626591
08/12/2026	08/14/2026	Request to allow outbound access to c.pki.goog for Jprofiler
08/12/2026	08/12/2026	Renew Cert for Apple Devices Management in Intune.
08/12/2026	08/12/2026	STANDARD – Weekly Linux Environment Patching – Wednesday 18:30 – 22:30 (August 12)
08/12/2026	08/13/2026	In-Place Upgrade of AT BICsuite server from RHEL 8.10 to 9.8
08/12/2026	08/14/2026	Cleanup LRS Security Group Rules in Contact Center Training Accounts
08/12/2026	08/14/2026	Cleanup LRS Security Group Rules in Contact Center Production Accounts
08/12/2026	08/12/2026	IAM Access Keys Need To Be Rotated every 90 days (RITM0117273)
08/12/2026	08/12/2026	Per Qualys CID 4421 – Disable TFTP on Gold River Wireless LAN Controller
08/12/2026	08/14/2026	Update permission to IAM Role "GlueCrawlerRole" in shared functions account – prod
08/12/2026	08/12/2026	IAM Access Keys Need To Be Rotated every 90 days (RITM0117273)
08/12/2026	08/14/2026	Remove the hardcoded secret access key from the Lambda code
08/13/2026	08/13/2026	Standard Change: ForgeRock AT Release 26.08.13
08/13/2026	08/13/2026	Standard Change: ForgeRock Staging Environment Build 26.08.13
08/13/2026	08/13/2026	STANDARD – Weekly Linux Environment Patching – Thursday 18:30 – 20:30 (August 13)
08/13/2026	08/13/2026	Create two Provisioning roles in ID-PROD for use with Databricks/EntraID Integration
08/13/2026	08/13/2026	Per CiS control id 17884 recommendation, adding vty access-list

DATE (S)		ACTIVITY DESCRIPTION
08/13/2026	08/14/2026	Cleanup of unused security groups in coreapp-production-tools (271562797580)
08/13/2026	08/13/2026	Per CiS control id 14986 recommendation, archiving of device log.
08/13/2026	08/13/2026	Per Qualys CID 4400 & 4401 – Enable service tcp-keepalives-in/out on GRSW014
08/14/2026	08/14/2026	Standard Change: ForgeRock AT DR Release 26.08.14
08/14/2026	08/14/2026	Standard Change: ForgeRock Dev Release 26.08.14
08/14/2026	08/14/2026	STANDARD – Weekly Linux Environment Patching – Friday 18:30 – 22:30 (August 14)
08/15/2026	08/15/2026	coreapp-production-tools: Upgrade CALSAWS PROD Jira Zephyr plugin version to 12.10.0-jira11
08/15/2026	08/15/2026	STANDARD – Weekly Linux Environment Patching – Saturday 13:30 – 23:00 (August 15)

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 26.08.09	08/09/2026
Priority Release 26.08.07	08/07/2026
Priority Release 26.08.06	08/06/2026
Priority Release 26.08.04	08/04/2026
Priority Release 26.07.31	07/31/2026
Priority Release 26.07.30	07/30/2026
Priority Release 26.07.28	07/28/2026
Priority Release 26.07.27	07/27/2026

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

COUNTY	UPDATES
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 development 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 Oracle Database@AWS Migration

- Migrated all non-prod databases.
- Built out the Exadata Production environment and validated its ready for migration.
- Built out the Exadata Production Disaster Recovery environment and validated its ready for migration.
- Obtained ARB approval to bring new database replication into the new Exadata platform as of 08/09/2026.

7.2 Analytics

- Databricks Dev & QA Environments validation completed by M&E. STG Environment validation is in progress.
- County validations are in progress.

7.3 Contact Center Call Summary Wave Migration

- Group 2 – Train the Trainer **Aug. 6th**

- Group 3 – Train the Trainer **Sept. 3rd**
- Group 4 – Testing Scripts in progress
- 1B released – no issues currently (Marin, San Mateo)
- IC – No open tickets for UAT (Monterrey, Santa Clara, Santa Cruz)
- 1D – San Francisco moved from 1B to 1D Release
- ID Go Live **Due**; 08/07/2026

7.4 IAM Replacement

- Completed Auth0 sandbox for BenefitsCal development.
- Completed provisioning of AT and DEV.
- Working on testing of Delegated Admin configurations testing.

7.5 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-304084	8/10/2026	Infra Contact Center	Solano County IVR message verbiage update	New
CA-303999	8/6/2026	Infra Contact Center	Calabrio WFM Replacement with Connect FCS	New
CA-303998	8/6/2026	Infra Contact Center	Calabrio QM Replacement with Connect Screen Recording	New
GAGR-1041	8/5/2026	Infra GAGR (Client Correspondence)	GA 239 H (back) has been approved for UAT Train - Phase II	New
NOW-1529	7/31/2026	Infra ServiceNow	CSC/RCC Roll On/Off update eGain	Testing
NOW-1528	7/30/2026	Infra ServiceNow	Tier 3 M&E Integration - BenefitsCal should fall under M&E Deloitte SLAs	Done
NOW-1527	7/30/2026	Infra ServiceNow	Remove Contact Center > eGain category	Done
CA-303679	7/30/2026	Infra Contact Center	San Mateo - Update verbiage on Office Info flow	Design in Progress
CA-303678	7/30/2026	Infra Contact Center	LA County - Update IVR replace two on-hold messages	Design in Progress
CA-303674	7/30/2026	Infra Contact Center	Solano County - Create 3 New County IVR Queue	New
CA-303609	7/29/2026	Infra Contact Center	Update Agent Whisper	New

JIRA ID	CREATED	INFRA TEAM	DESCRIPTION	STATUS
CA-303608	7/29/2026	Infra Contact Center	Receive Call Center Data to Create County Reporting Infrastructure	New
CA-303606	7/29/2026	Infra Contact Center	Supervisor email notifications in eCCP – add by queue functionality	New
CA-303602	7/29/2026	Infra Contact Center	WebChat Window to Remain Open for Customers	New
NOW-1526	7/28/2026	Infra ServiceNow	Request to configure email notification on RITMS reports	Done
CA-303498	7/27/2026	Infra ForgeRock	Wave 5 BCAL - Replace IAM solution from ForgeRock with Okta	New
CA-303497	7/27/2026	Infra ForgeRock	Wave 4 CalSAWS Core - Replace IAM solution from ForgeRock with Okta	New
CA-303496	7/27/2026	Infra ForgeRock	Wave 3- Replace IAM solution from ForgeRock with Okta	New
GAGR-1038	7/27/2026	Infra GAGR (Client Correspondence)	Gainwell QA regression test of the GA/GR Automated Solution for Release 26.09	System Test
NOW-1525	7/22/2026	Infra ServiceNow	CPMO Notification Created	Done
NOW-1524	7/22/2026	Infra ServiceNow	Update Roll On Distro Notifications	Done
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	System Test
CA-303155	7/17/2026	Infra Tools	Update Jenkins 2.555.2 to 2.568.1 LTS and Bitbucket from 10.2.2 to 10.2.5 LTS to address vulnerabilities	In Assembly Test
CA-303100	7/16/2026	Infra Contact Center	Ventura request to change County Specific General Menu	Pending Approval
CA-303098	7/16/2026	Infra Contact Center	LA County - Request to create a new "Special Circ" queue	Approved
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	Approved
CA-303080	7/16/2026	Infra Central Print	Santa Cruz County: Turn Off Return Mail Tasks	New
CA-302959	7/10/2026	Infra GAGR	Alternate Print SpringBoot Upgrade	New
CA-302955	7/10/2026	Infra GAGR	Return Mail SpringBoot Upgrade	New

JIRA ID	CREATED	INFRA TEAM	DESCRIPTION	STATUS
CA-302930	7/9/2026	Infra GenAI	Call Summary - Classify CCB as Callbacks	System Test
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 Training 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	Test Complete
CA-302723	7/2/2026	Infra GenAI	Call Summary - Voter Registration verbiage update	Test Complete
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
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	Pending Approval
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	New
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

JIRA ID	CREATED	INFRA TEAM	DESCRIPTION	STATUS
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	Pending Approval
CA-301419	5/28/2026	Infra ForgeRock	Forgerock - Increase password character length from 8 to 15	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
CA-300921	5/12/2026	Infra Contact Center	Create Call Summarization KPI Dashboard in Amazon Quick	In Development
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	System Test
CA-300793	5/7/2026	Infra Contact Center	Enabling Pro-Author Licensing in Amazon Quick	New
CA-300791	5/7/2026	Infra Cloud Ops	SFTP server and connectivity setup between CARES and CALSAWS	System Test
CA-300788	5/7/2026	Infra Contact Center	Update Agent Available Flow Routing for Queue Transfer Calls	Test Complete
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	New
CA-300342	4/23/2026	Infra Contact Center	County queue to have time range options for queue cap.	New
CA-300293	4/22/2026	Infra Contact Center	Add Civil Rights (PUB 13) Recording to Agent Quick Connect	New

JIRA ID	CREATED	INFRA TEAM	DESCRIPTION	STATUS
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
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	System Test
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	Pending Approval
GAGR-964	3/10/2026	Infra GAGR (Client Correspondence)	San Francisco Automate Denials for no-show appointment	System Test
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	Pending Approval
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	Design in Progress
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

JIRA ID	CREATED	INFRA TEAM	DESCRIPTION	STATUS
CA-298300	3/2/2026	Infra Contact Center	Cron job time update for daylight savings - Nov 2026	New
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	Pending Approval
CA-298037	2/20/2026	Infra Dev Ops	Upgrade Terraform from v1.5.7 to v1.14.4	Pending Approval
CA-297981	2/19/2026	Infra Imaging	Upgrade 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	System Test
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

JIRA ID	CREATED	INFRA TEAM	DESCRIPTION	STATUS
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	Design in Progress
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 Dispatach SLA's	Documenting
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	System 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
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	Documenting

JIRA ID	CREATED	INFRA TEAM	DESCRIPTION	STATUS
			to "sc_cat_item_category" table	
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-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-293571	8/8/2025	Infra Contact Center	Enhance IVR - Ability for customers to opt-out of Self-Service Integrated Voice Response (IVR)	New
CA-293391	8/4/2025	Infra Middleware	Upgrade Oracle APEX to version: 24.2	Pending Approval
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	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

JIRA ID	CREATED	INFRA TEAM	DESCRIPTION	STATUS
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	Pending Approval
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	Infra GAGR (Client Correspondence)	Kern County Opting into the GAGR Automated Solution - Exstream Service and New Forms / NOAs	Design in Progress

JIRA ID	CREATED	INFRA TEAM	DESCRIPTION	STATUS
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
CA-283043	9/25/2024	Infra Contact Center	Access to Nuance to retrieve real time and historical voice biometrics data	New
CA-283040	9/25/2024	Infra Contact Center	Caller's wait time should be preserved through their call transfer	New
CA-283037	9/25/2024	Infra Contact Center	Enable Spanish Transcriptions in Calabrio recordings for Spanish calls	New
CA-283031	9/25/2024	Infra Contact Center	Gamification Enhancements for eCCP	New
CA-282697	9/16/2024	Infra Contact Center	Update the FFY Packet Outbound Call	New
CA-282108	8/27/2024	Infra Contact Center	Calabrio - Auto assign new users from county Default team	New
CA-282025	8/23/2024	Infra Contact Center	Migration of Outbound application from legacy prod account to Shared functions production account	New

JIRA ID	CREATED	INFRA TEAM	DESCRIPTION	STATUS
CA-280780	7/24/2024	Infra Contact Center	Allow Various Options for County Selection regarding "You are on Hold" Message	New
CA-280778	7/24/2024	Infra Contact Center	Interactive Voice Response IVR Text for Courtesy Call Back CCB	New
CA-280529	7/17/2024	Infra Contact Center	Sacramento - *Pending CPO* Calabrio Support	New
CA-279531	6/19/2024	Infra Contact Center	Fresno- Contact Center: Max Queue Data Stats- Report	New
CA-279402	6/17/2024	Infra Contact Center	Coordinate/Sync County Holiday Updates Between CalSAWS and the Contact Center	New
CA-278831	6/4/2024	Infra Contact Center	Enhance eCCP Message of the Day to include formatting, emojis and more characters	New
CA-278830	6/4/2024	Infra Contact Center	Customize eCCP for automatic logout	New
CA-278829	6/4/2024	Infra Contact Center	Voice Bots Statewide Rollout: Sonoma County: Welcome Bot Only	New
CA-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

JIRA ID	CREATED	INFRA TEAM	DESCRIPTION	STATUS
CA-276409	4/10/2024	Infra Contact Center	Enable default routing profile nightly revert and enable searching by tags	Pending Approval
CA-276402	4/10/2024	Infra Contact Center	Post Call Survey Data to be accessible in Quick	Pending Approval
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
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

JIRA ID	CREATED	INFRA TEAM	DESCRIPTION	STATUS
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	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**

