



California Statewide Automated Welfare System



Bi-Weekly Status Report

CalSAWS Infrastructure

Reporting Period: August 10, 2026 – August 23, 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 38 active Infrastructure Production defects.
Incidents	RESOLVED: PRB0053967 – As of 7:00 AM on August 18, 2026, The EBT 2259 Report is not being refreshed with the latest data. The latest version of the EBT 2259 Report will not be available until the issue is resolved. Defect CA-304379 has been created to track the issue. An update will be provided when the issue is resolved. As of 12:19 PM on August 21, 2026, the issue has been resolved. Users are able to view the latest version of the EBT 2259 Report. Fix in progress: PRB0053954– As of 8:00 AM on July 20, 2026, E-Applications which include Truv income information may have a mismatch between the income amounts and frequency on the e-Application Summary and the information displayed on the paystub document uploaded through BenefitsCal from Truv. E-Applications may have income frequencies that fail to align with the actual frequencies displayed on the uploaded paystubs. This could result in incorrect income calculations if imported into CalSAWS Income pages and EDBC run. County Staff should review the employment paystubs that were retrieved by Truv prior to importing the information through e-Data during intake into Income pages. County staff processing E-Applications with Truv income information which do not have paystubs available should contact the applicant through approved communication channels to request paystubs. The BenefitsCal project team is actively investigating the issue with the Truv vendor. CSPM-85317 has been created to track this issue. An update will be provided when the issue is resolved. RESOLVED: PRB0053963 – As of 11:45 AM on August 17, 2026, Mono County users at the 107384 US-395, Coleville site are unable to access CalSAWS and associated systems due to a power outage. Mono County users at the Coleville site will not be able to access CalSAWS and associated systems until the issue is resolved. The CalSAWS project team is actively monitoring updates from the utility provider, and an update will be provided when the issue is resolved. Update: Power at the Coleville site has been restored by the local utility provider. The CalSAWS project team monitored stability at the site and are confirming

TOPIC	HIGHLIGHTS FOR THE REPORTING PERIOD
	with the county users their access to CalSAWS and associated systems. An update will be provided when user access has been confirmed. As of 1:52 PM on August 17, 2026. The issue has been resolved. Power at the Coleville site has been restored by the utility provider and users are able to access CalSAWS and associated systems. ▪ RESOLVED: PRB0053942 – As of 7:52 AM on August 13, 2026, Mono County users at the 107384 US-395, Coleville site are unable to access CalSAWS and associated systems. Mono County users at the Coleville site will not be able to access 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. Update: The Mono County IT team advised there is a Mono County network outage impacting the Colville site, with an estimate time of restoration of 10:00 AM. An update will be provided when the issue is resolved. Update #2: The project team observed the Colville site circuits are up as of approximately 10:59 AM and continues to monitor updates from the Mono County IT team. An update will be provided when the issue is confirmed and resolved. As of 10:59 AM on August 13, 2026, the issue has been resolved. Mono County IT advised the county was affected by a power outage due to ongoing fires and thunderstorms in the area. County users at the Colville site (Walker) are currently working off site and have the option to access CalSAWS via the Mammoth Lakes site. The project team observed continuous stability at the site. ▪ RESOLVED: PRB0053937 – As of 12:44 PM on August 11, 2026, Merced County users at 3600 M St, Merced site may experience slowness when accessing CalSAWS and associated systems. Merced County users at the Merced site may experience intermittent slowness when accessing CalSAWS and associated systems until the issue is resolved. The project team is working with the telecommunication provider (TPx) to investigate the issue. An update will be provided when additional information becomes available. As of 7:08 PM on August 11, 2026, at 7:08 PM, the issue has been resolved. The local internet fiber cable outage was remediated by Comcast. The project team monitored for stability. Users at the Merced site can access CalSAWS and associated systems at normal speed. ▪ RESOLVED: N/A – As of 10:00 PM on August 10, 2026, the ABAWD Time Limits Daily Sync batch job was paused on August 10, 2026, after it was determined that the job was running longer than expected. Impact: With SCR CA-300398 – ABAWD (CDSS CalFresh ABAWD Auto Exemption – Phase 1), auto-exemptions were successfully created on the Work Registration Detail page, and the ABAWD determinations were accurately reflected on the impacted population and ABAWD Status pages. However, the daily ABAWD Time Limits Sync job, which updates time-limit information based on the latest ABAWD determination, is currently paused due to the job running longer than expected. As a result, the Time Limits Detail page will not reflect the updated ABAWD determinations until the sync job resumes. Because the ABAWD time limits have not been updated, the ABAWD Reporting Dashboard will

TOPIC	HIGHLIGHTS FOR THE REPORTING PERIOD
	also display inaccurate time-limit information until the synchronization process is restored and the data is updated. Additional Impact: For an individual who has exceeded the three-countable-month limit for the September 2026 benefit month but has an ABAWD exemption identified by CDSS, the individual is correctly determined to be ABAWD Exempt. However, because the ABAWD Time Limits Sync job is currently paused, the corresponding time-limit record does not reflect the exemption. As a result, the following tasks will not be available to county workers: 1. To evaluate the WTW Assistance Unit and impact to WTW hour requirement when the Adult Work Registration has been updated on CalWORKs program. 2. To evaluate the Employment Services program when the Work Registration status has been changed from Employable to Unemployable. Workaround: No user workaround is required at this time. Although the Time Limits Detail may temporarily reflect more than three countable months, a discontinuance will not occur until the 10-day cutoff. Once the ABAWD Time Limits Sync job resumes before the 10-day cutoff, the time-limit records will be updated with the applicable exemption for the September 2026 benefit month, preventing any adverse impact. If a user runs an online EDBC for an impacted individual while the sync job is paused, there will be no negative impact to eligibility or the ABAWD determination as a result of the incorrect time-limit information. There is also no user workaround required for the impacts to the ABAWD Dashboard or associated tasks. Once the sync job resumes, the dashboard and tasks will automatically update to reflect the correct ABAWD information. Details: Defect CA-304120 has been created to track this issue. An update will be provided when the issue is resolved. As of 6:34 PM on August 11, 2026, the issue has been resolved with deployment of Defect CA-304120. The ABAWD Time Limits Daily Sync batch job was resumed last night, and all the records were processed or synced. Reporting Dashboard is now displaying accurate time-limit information. Impacted tasks are now available to county workers. ▪ 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

TOPIC	HIGHLIGHTS FOR THE REPORTING PERIOD
	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. Update: The Truv issue has been resolved with the implementation of Defect CSPM-85000 at 9:25 PM on Friday, August 7, 2026. Paystubs provided by Truv and submitted with the e-Application are now being sent to CalSAWS and available in the CalSAWS Imaging solution. Paystubs that should have been submitted from Truv prior to the implementation of defect CSPM-85000 are still not available at this time. The BenefitsCal project team is working on reprocessing the paystub images submitted prior to the Friday implementation to CalSAWS. Defect CSPM-85068 has been created to track the reprocessing efforts. An update will be provided when the reprocessing is complete. ▪ Fix in progress: PRB0053898 – As of 8:06 AM on August 10, 2026, Users are intermittently experiencing UEID errors when printing forms. Users will continue to intermittently experience UEID errors when printing forms until the issue is resolved. However, forms are still being generated and stored on the Distributed Documents page. Workaround: Users can confirm that the form was generated by navigating to the Distributed Documents page. If the user selects print locally for the form, the user may also print via the Distributed Documents page. Details: Defect CA-303737 has been created to fix this issue. An update will be provided as additional information becomes available. Update: Defect CA-303737 is targeted for production on Thursday August 27, 2026. An update will be provided when the issue is resolved. ▪ RESOLVED: PRB0053928 – As of 9:00 AM on August 10, 2026, some users are experiencing slowness and intermittent error messages while performing EBT transactions in CalSAWS. Users may experience issues performing EBT transactions and accessing EBT related information in CalSAWS until the issue is resolved. The project team is actively investigating the issue, and an update will be provided as additional information becomes available. As of 9:53 AM on August 10, 2026, the issue has been resolved by the project team. Users are now able to Print EBT cards and perform EBT transactions at normal speeds.

TOPIC	HIGHLIGHTS FOR THE REPORTING PERIOD
Maintenance/ Deployments	08/23/2026: Maintenance – CalSAWS Production Maintenance 08/23/2026: Maintenance – CalSAWS Ad-Hoc Reporting Database 08/22/2026: Deployment – Priority Release 26.08.22 (CHG0061056) 08/21/2026: Maintenance – Maintenance – Imaging (Hyland) 08/20/2026: Deployment – Priority Release 26.08.20 (CHG0061036) 08/18/2026: Deployment – Priority Release 26.08.18 (CHG0060971) 08/16/2026: Maintenance – CalSAWS Production Maintenance 08/16/2026: Maintenance – CalSAWS Ad-Hoc Reporting Database 08/16/2026: Deployment – Priority Release 26.08.16 (CHG0060924) 08/15/2026: Deployment – Priority Release 26.08.15 (CHG0060923) 08/13/2026: Deployment – Priority Release 26.08.13 (CHG0060903) 08/11/2026: Deployment – Priority Release 26.08.11 (CHG0060860)
	- Seven (7) Production Deployments during this reporting period. - One Hundred Ten (110) 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
Monthly Deliverables – July Approved: I-D06, I-D08, I-D13	Infrastructure Work Schedule Report, CalSAWS Hardware & Software Inventory Report, Infrastructure Monthly Operations Report	FDEL 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 0140-26 Scheduled Downtime Notification – 08/23/2026	3	08/10/2026

CATEGORIES	SUBJECT	COUNT	Distribution Date (s)
	CIT 0141-26 Scheduled Downtime Notification – 08/28/2026		08/10/2026
	CIT 0147-26 Scheduled Downtime Notification – 09/06/2026		08/18/2026
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 – 07/2026/2026, 2:00 PM to 6:30 PM		07/16/2026
	CalSAWS Broadcast >> Scheduled CalSAWS Maintenance >> CalSAWS Adhoc Reporting Database – 07/2026/2026, 12:00 PM to 4:00 PM		07/16/2026
	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	Update #3 – CalSAWS County Executive Communication – Sierra County – Downieville Site – CalSAWS Access Issue – Local Internet Outage	15	08/20/2026
	Update #2 – CalSAWS County Executive Communication – Sierra County – Downieville Site – CalSAWS Access Issue – Local Internet Outage		08/20/2026

CATEGORIES	SUBJECT	COUNT	Distribution Date (s)
	Resolved – CalSAWS County Executive Communication – San Bernardino County – Rancho Cucamonga Site – CalSAWS Access Issue		08/20/2026
	Update – CalSAWS County Executive Communication – Sierra County – Downieville Site – CalSAWS Access Issue – Local Internet Outage		08/20/2026
	New – CalSAWS County Executive Communication – San Bernardino County – Rancho Cucamonga Site – CalSAWS Access Issue		08/20/2026
	New – CalSAWS County Executive Communication – Sierra County – Downieville Site – CalSAWS Access Issue – Local Internet Outage		08/20/2026
	Resolved – CalSAWS County Executive Communication – Mono County – Colville Site – Power Outage		08/17/2026
	Update – CalSAWS County Executive Communication – Mono County – Colville Site – Power Outage		08/17/2026
	New – CalSAWS County Executive Communication – Mono County – Colville Site – Power Outage		08/17/2026
	Resolved – CalSAWS County Executive Communication – Mono County – Colville Site – CalSAWS Access Issue		08/13/2026
	Update #3 – CalSAWS County Executive Communication – Mono County – Colville Site – CalSAWS Access Issue		08/13/2026
	Update #2 – CalSAWS County Executive Communication – Mono County – Colville Site – CalSAWS Access Issue		08/13/2026
	Update – CalSAWS County Executive Communication – Mono County – Colville Site – CalSAWS Access Issue		08/13/2026
	New – CalSAWS County Executive Communication – Mono County – Colville Site – CalSAWS Access Issue		08/13/2026

CATEGORIES	SUBJECT	COUNT	Distribution Date (s)
	New – CalSAWS County Executive Communication – ABAWD Time Limit Sync Pause		08/11/2026
Issue Notification	Resolved – PRB0053967	21	08/21/2026
	---		---
	Update – PRB0053981		08/20/2026
	Resolved – PRB0053982		08/20/2026
	New – PRB0053982		08/20/2026
	New – PRB0053981		08/20/2026
	---		---
	Update – PRB0053898		08/19/2026
	---		---
	Resolved – PRB0053967		08/18/2026
	---		---
	Resolved – PRB0053963		08/17/2026
	Update – PRB0053963		08/17/2026
	New – PRB0053954		08/17/2026
	New – PRB0053963		08/17/2026
	---		---
	Resolved – PRB0053942		08/13/2026
	Update#2 – PRB0053942		08/13/2026
	Update – PRB0053942		08/13/2026
	New – PRB0053942		08/13/2026
	---		---
	Resolved – PRB0053937		08/12/2026
	---		---
	New – PRB0053937		08/11/2026
	---		---
	Update – PRB0053906		08/10/2026
	New – PRB0053898		08/10/2026
	Resolved – PRB0053928		08/10/2026
	New – PRB0053928		08/10/2026
Priority Release Requests for Approval	Priority Release 26.08.22 (CHG0061056)	7	08/22/2026
	Priority Release 26.08.20 (CHG0061036)		08/20/2026
	Priority Release 26.08.18 (CHG0060971)		08/18/2026
	Priority Release 26.08.16 (CHG0060924)		08/16/2026
	Priority Release 26.08.15 (CHG0060923)		08/15/2026
	Priority Release 26.08.13 (CHG0060903)		08/13/2026
	Priority Release 26.08.11 (CHG0060860)		08/11/2026

CATEGORIES	SUBJECT	COUNT	Distribution Date (s)
Informational Alert	CalSAWS Informational Alert >> Early Batch Start on Saturday 08/22/2026	8	08/19/2026
	CalSAWS Informational Alert >> Updated CalSAWS Password Requirement		08/17/2026
	CalSAWS Informational Alert >> Updated CalSAWS Password Requirement		08/17/2026
	Reminder - CalSAWS Informational Alert >> CalSAWS Users may Experience Slowness Due to Large Data Migration – 08/17/2026		08/17/2026
	CalSAWS Informational Alert >> Oracle Exadata Migration - EDR County Actions		08/14/2026
	CalSAWS Informational Alert >> Training Updates Preview Document - August 2026		08/14/2026
	CalSAWS Informational Alert >> Early Batch Start on Friday 08/14/2026		08/14/2026
	CalSAWS Informational Alert >> CalSAWS Users may Experience Slowness Due to Large Data Migration – 08/17/2026		08/10/2026
CalSAWS	Daily Health Report	10	08/21/2026 08/20/2026 08/19/2026 08/18/2026 08/17/2026 08/14/2026 08/13/2026 08/12/2026 08/11/2026 08/10/2026

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	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 0141-26 08/10/2026	08/17/2026
BenefitsCal	BenefitsCal Release 26.08.27	08/27/2026 8:00 PM to 10:00 PM	BenefitsCal will be unavailable during this time.		
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 0140-26 08/10/2026	08/17/2026
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 0140-26 08/10/2026	08/17/2026
CalSAWS Imaging	Imaging Solution (Hyland) Maintenance	08/21/2026 10:00 PM to 08/22/2026 1:00 AM	Imaging will be unavailable during this time.		08/21/2026
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	08/10/2026
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	08/10/2026

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
0140-26	Scheduled Downtime Notification – 08/23/2026	Informational	08/10/2026	Communications .Infrastructure	Pete Quijada
0141-26	Scheduled Downtime Notification – 08/28/2026	Informational	08/10/2026	Communications .Infrastructure	Pete Quijada
0147-26	Scheduled Downtime Notification – 09/06/2026	Informational	08/18/2026	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

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

ID	DESCRIPTION	STATUS
SCERFRA 25-514	SCERFRA 25-514 – BenefitsCal Homeless Automation	Completed
SCERFRA 25-516	SCERFRA 25-516 – CalWORKs Child Support Forms Revision Efforts	Completed
SCERFRA 25-518	SCERFRA 25-518 – Shorter Versions of the Prepopulated SAR 7 Form and SAR 7A	Completed
SCERFRA 25-523	BenefitsCal Income Verification Service	Cancelled
SCERFRA 25-525	BenefitsCal Income Verification Service	Completed
SCERFRA 25-527	Integration of the Work Number	Completed
SCERFRA 25-528	Revised SAR 2	Completed
SCERFRA 25-529	Immunization Forms Revision Efforts (CW 2209)	Completed
SCERFRA 25-530	Termination of Standard Medical Deduction Demonstration Project	Completed
SCERFRA 25-531	ABAWD Form – CF 377.11E	Completed
SCERFRA 25-531	ABAWD Form – CF 377.11E Mass Mailer	Completed
SCERFRA 25-534	CalFresh ROI Enhancement for CalFresh Outreach Network	Completed
SCERFRA 25-535	NOAs for the CW's Special Needs payment	Completed
SCERFRA 25-536	CWS-CARES and CalSAWS Interface	Completed
SCERFRA 25-537	Income and Eligibility Verification System (IEVS) Deceased Persons Match	Cancelled
SCERFRA 25-538	Income and Eligibility Verification System (IEVS) Lottery Match	Cancelled
SCERFRA 25-539	Update the 377.11E CF RE Packet for ABAWDs	Completed
SCERFRA 25-540	Request for Production Simulation Environment to Support FCED API Testing	Completed
SCERFRA 25-904	SCERFRA 25-904 Print/Postage/Adobe Costs	Completed
SCERFRA 25-905	SCERFRA 25-905 Print/Postage/Adobe costs	Completed
SCERFRA 25-915	AB 42 – CalWORKs: CalFresh: Eligibility: Income and Resource Exclusions	Completed
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

ID	DESCRIPTION	STATUS
SCERFRA 26-507	BenefitsCal Income Verification Service	Completed
SCERFRA 26-508	Revised SAR 2	Completed
SCERFRA 26-509	CalFresh ABAWD Auto-Exemption	Completed
SCERFRA 26-513	CW 2200 Automation for Updated Housing Costs at Address Change	Completed
SCERFRA 26-517	ABAWD Households with Children Ages 14-17 State Funded Supplemental Food Benefit	Completed
SCERFRA 26-518	CFAP Plus SUA Automation – H.R. 1 Impact	Completed
SCERFRA 26-519	Transforming CalWORKs Initiative	Completed
SCERFRA 26-520	CAPI Automation in BenefitsCal	Completed
SCERFRA 26-521	ESAP Demonstration Project Removal of 60–64-Year-Old Individuals	Completed
SCERFRA 26-522	Noticing Options for Households No Longer Eligible to ESAP	Completed
SCERFRA 26-906	AB 2765 – CalFresh and CalWORKs: Childhood Hunger and Foster Youth	Completed
SCERFRA 26-908	SB 1387 – State Agencies – Collection and Reporting of Demographic Data – Jewish Identity	Cancelled
SCERFRA 26-911	California Antihunger Response and Employment Training Act of 2026 (AB 2299)	Completed
SCERFRA 26-916	AB 1746 – CalWORKs: Childcare Request Forms	Completed
SCERFRA 26-917	SB 1054 – Unemployment Insurance: Reporting Requirements	Completed
SCERFRA 26-918	Public Social Services: Domestic Violence Services (AB 2470)	Completed
SCERFRA 26-919	CalFresh: Federal Government Shutdowns (SB 1077)	Completed
SCERFRA 26-920	SB 961, as amended, Ashby. CalFresh: student eligibility.	Completed
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

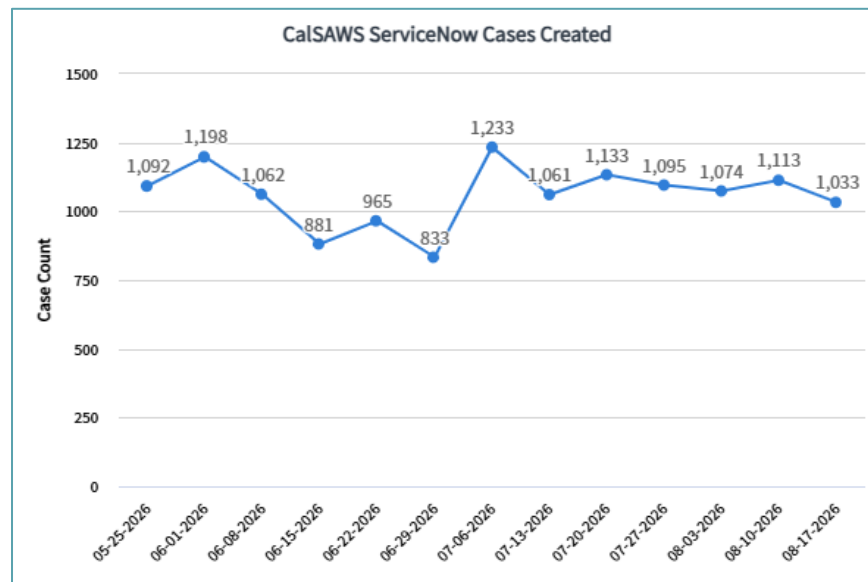


Figure 4.1.1: CalSAWS ServiceNow Cases per Week Created

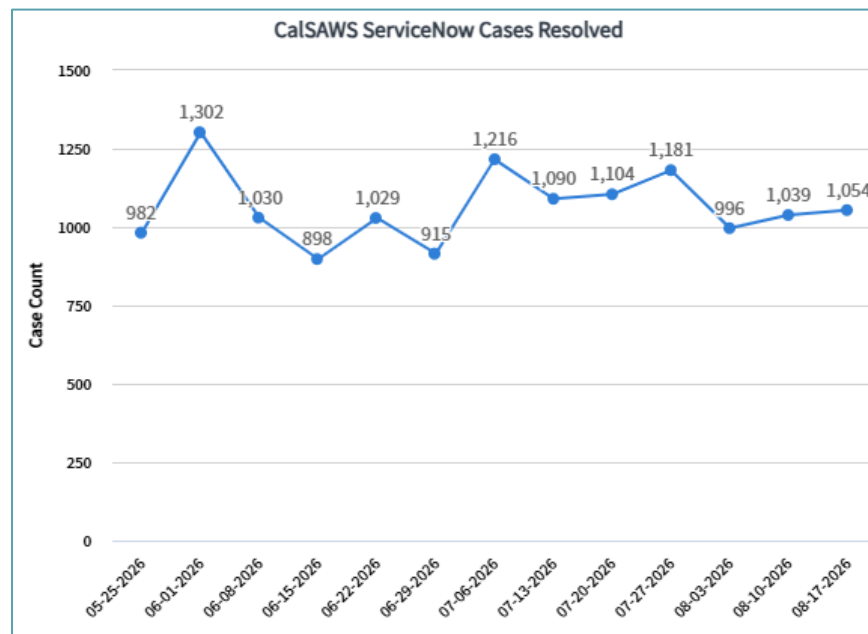


Figure 4.1.1-4.1.2: CalSAWS ServiceNow Cases per Week Resolved

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.

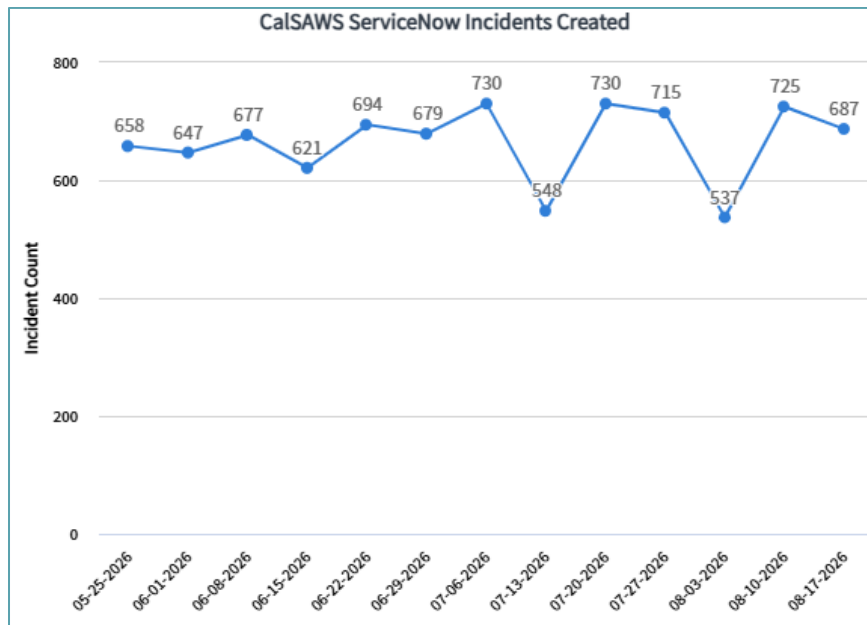


Figure 4.1.3: CalSAWS ServiceNow Incidents Created

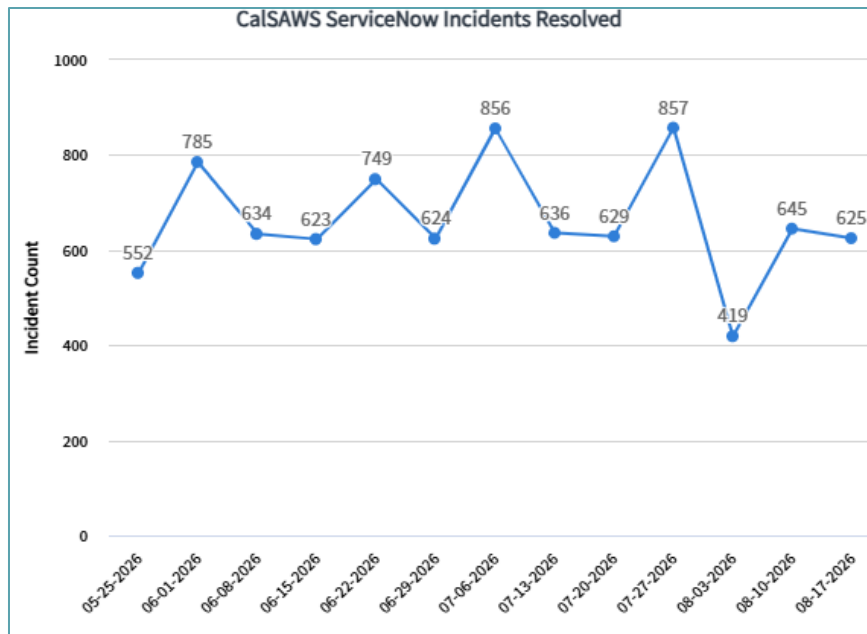


Figure 4.1.1-4.1.4: CalSAWS ServiceNow Incidents Resolved

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.

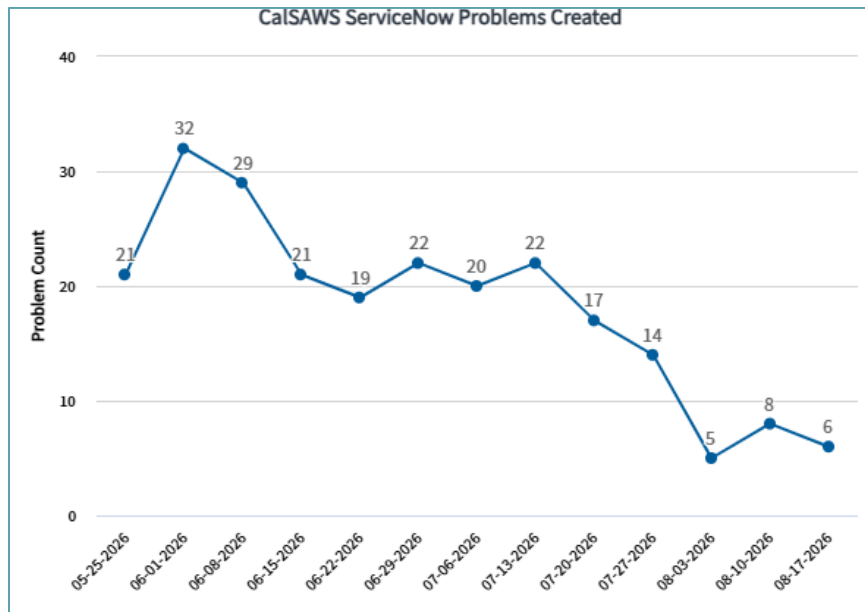


Figure 4.1.1-4.1.5: CalSAWS ServiceNow Problems Created

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.

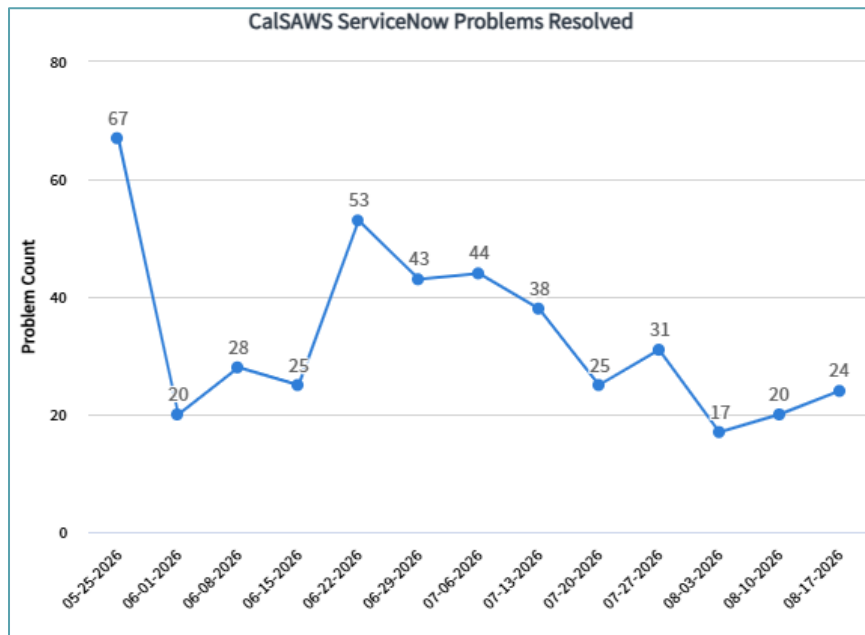


Figure 4.1.1-4.1.6: CalSAWS ServiceNow Problems Resolved

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	44	92	4	6	5	0	12	3	166
IN PROGRESS	0	78	27	7	22	24	74	20	252
ON HOLD	0	61	28	52	150	96	99	39	525
RESOLVED	0	320	388	388	161	42	20	5	1324
CLOSED	16	9	4	54295	107755	19166	13262	3728	198235
PROBLEM IN DIAGNOSIS	0	6	1	0	0	0	0	1	8
TOTAL	60	566	452	54748	108093	19328	13467	3796	200510

New: State of an incident when assigned to field is empty.

In progress: State of an incident once the “Assigned to” is working on the incident.

On hold:

- Pending Problem Fix: State of an incident that is linked to a problem record that is in fix in progress.
- Pending Additional Information: State of an incident that requires additional information to resolve the issue (e.g., information from Affected End User or Tier 1).
- Pending Change Request: State of an incident that is associated with a Technical ServiceNow change request.
- Pending Consortium Review: State of an incident that requires information/action from a Consortium group to resolve the issue. If the Consortium group cannot be selected in the assigned to field, update the state to On Hold/Pending Consortium Review.
- Pending External Partner Action: State of an incident that requires information/action from an external partner (e.g., CalHEERS, Electronic Benefit Transfer (EBT vendor) to resolve the issue).
- Problem in Diagnosis: State of an incident that is linked to a problem record that is still being investigated (problem state is one of the following: New Assess, Root Cause Analysis).

Resolved: State of an incident once the issue has been resolved. Linked case will be automatically set to resolved.

Closed: State of an incident that has been resolved for 15 calendar days and has not been reopened. ServiceNow automatically updates state from Resolved to Closed.

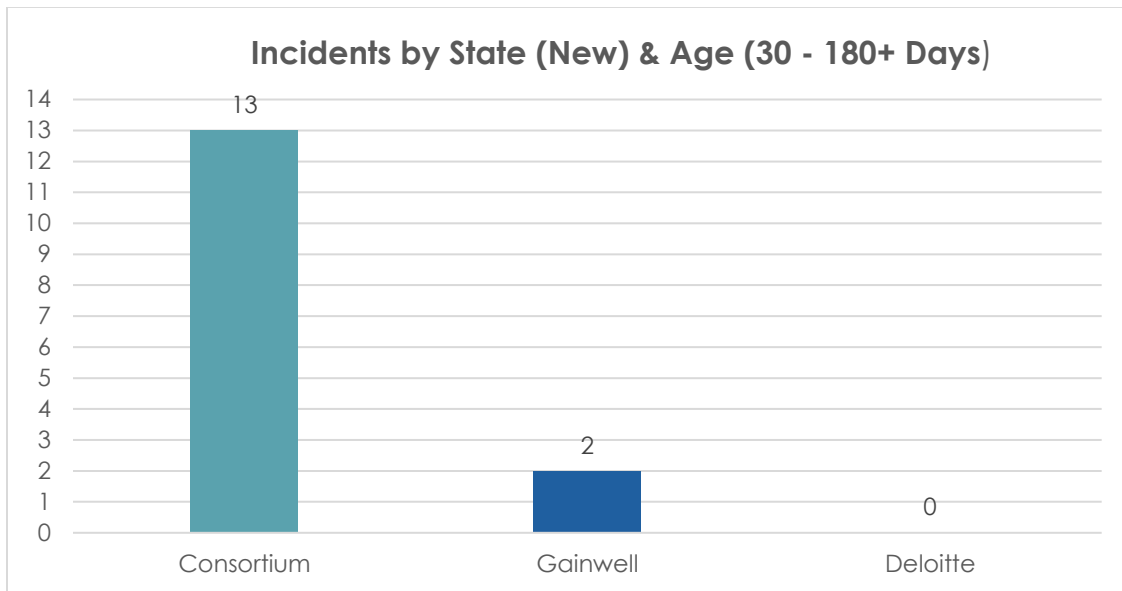


Figure 4.1.1-4.1.7: CalSAWS ServiceNow Incidents by State (New) and Age (30 – 180+ Days)

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

ORGANIZATION	SERVICE DESK INCIDENTS	INFRASTRUCTURE INCIDENTS	TOTAL INCIDENTS
Consortium	13	0	13
Gainwell	2	0	2
Deloitte	0	0	0
Total	15	0	15

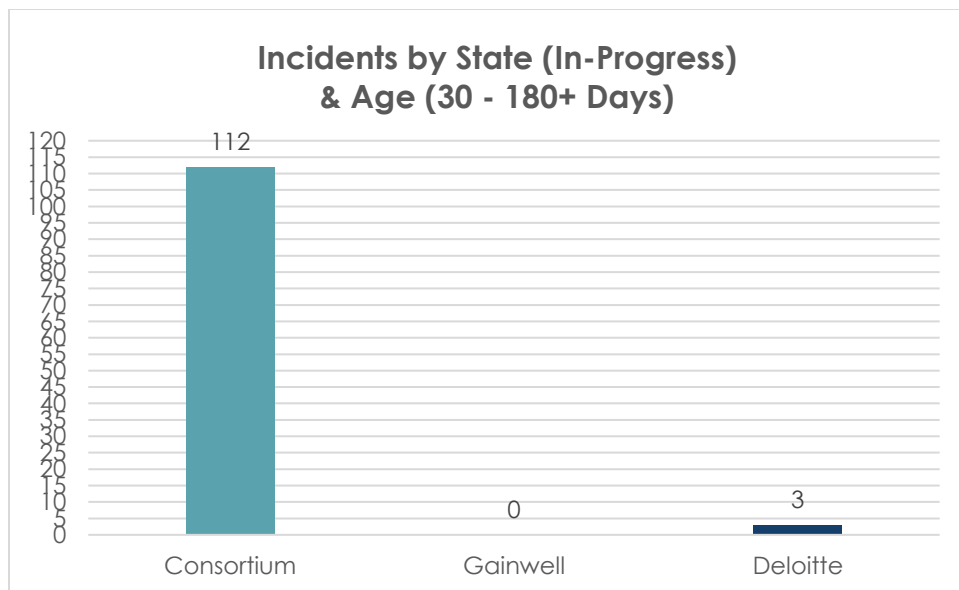


Figure 4.1.1-4.1.8: CalSAWS ServiceNow Incidents by State (In progress) and Age (30 – 180+ Days)

ORGANIZATION	SERVICE DESK INCIDENTS	INFRASTRUCTURE INCIDENTS	TOTAL INCIDENTS
Consortium	112	0	112
Gainwell	0	0	0
Deloitte	3	0	3
Total	115	0	115

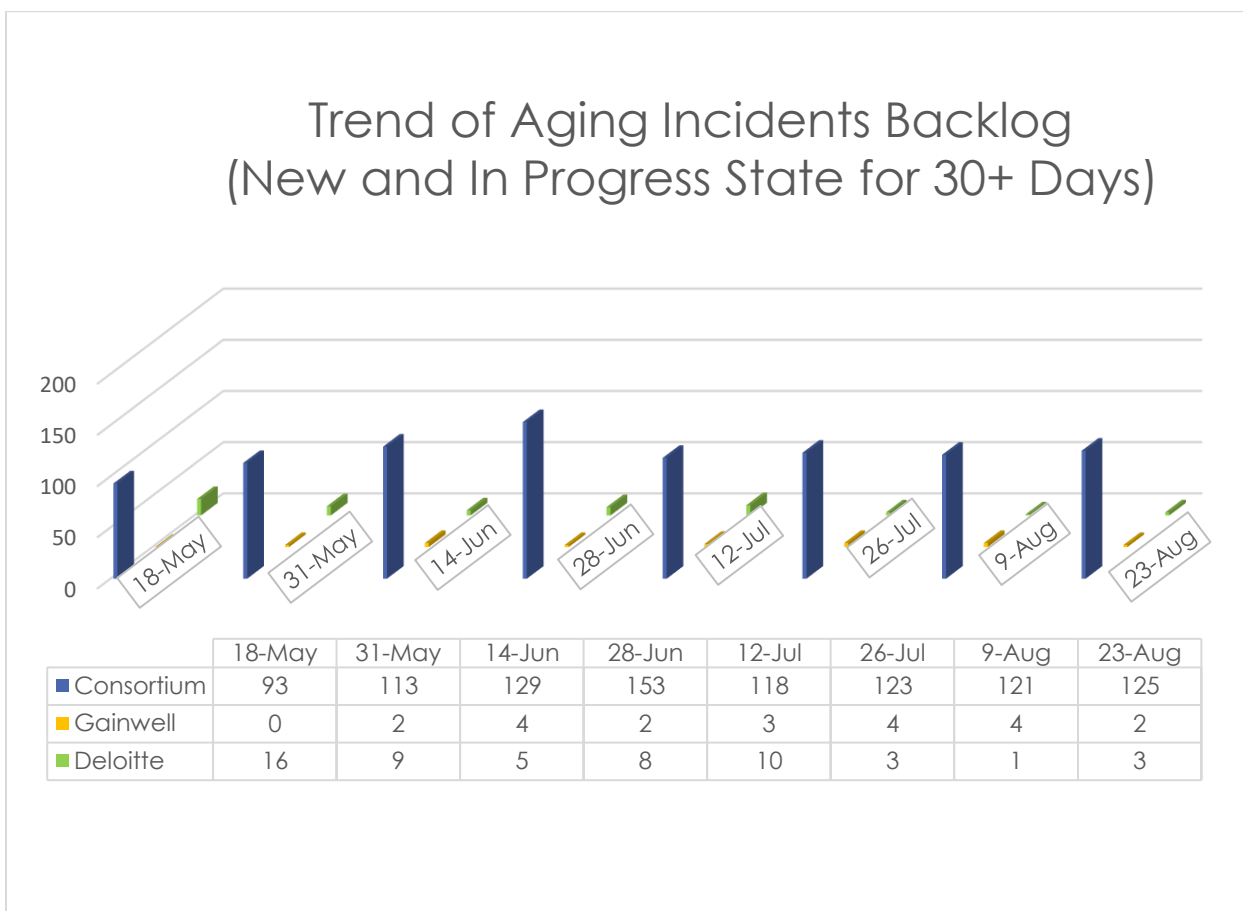


Figure 4.1.1-4.1.9: Aging Incident Backlog

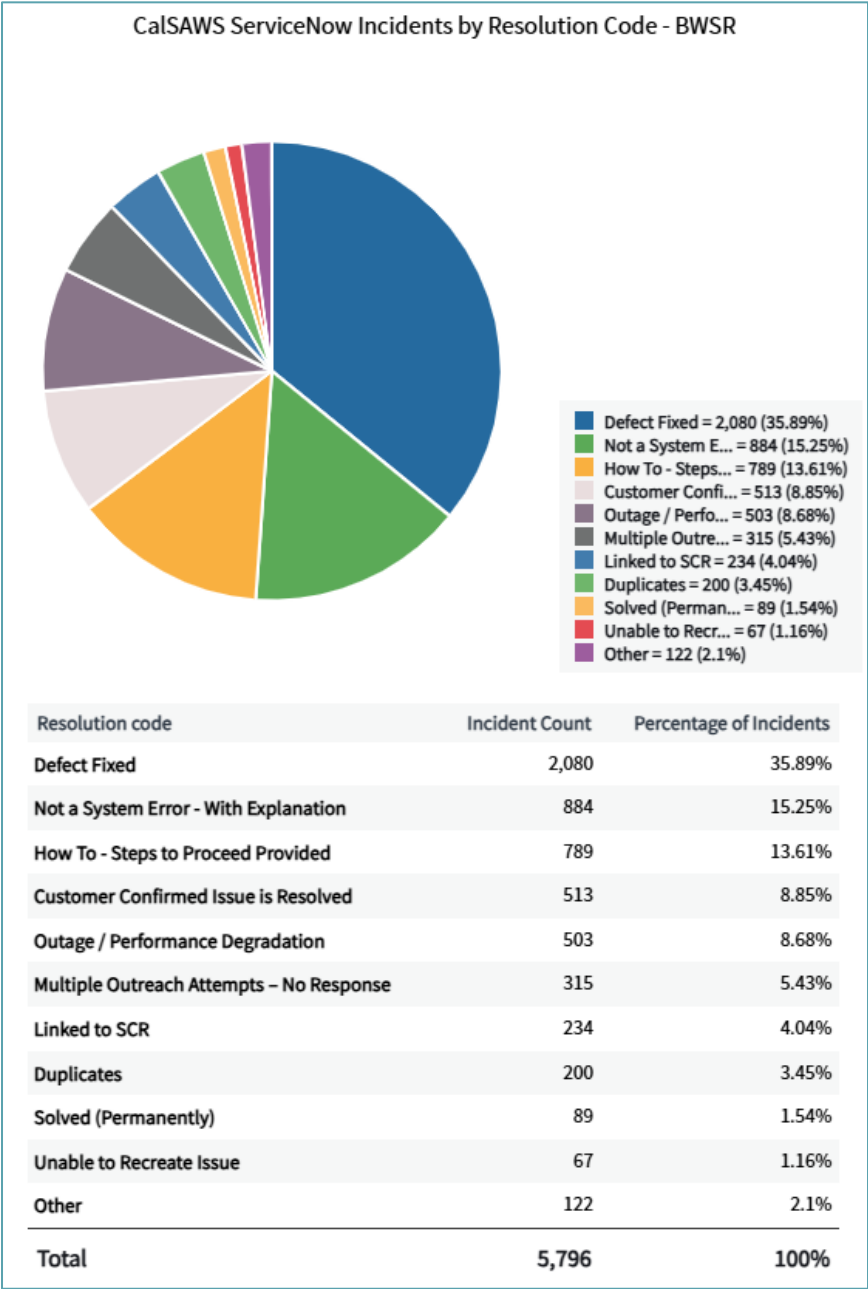


Figure 4.1.10: CalSAWS ServiceNow Incidents by Resolution Code

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

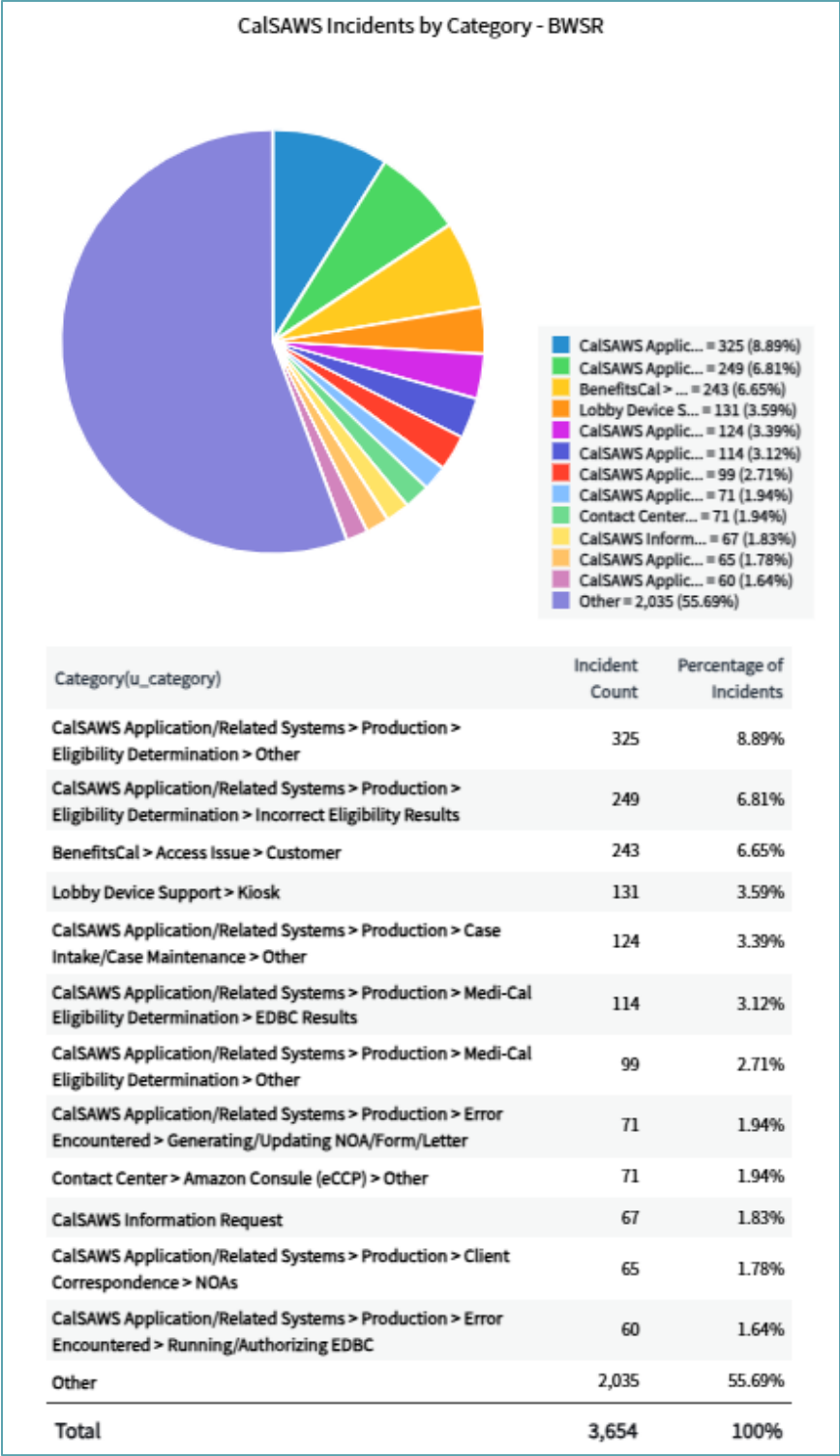


Figure 4.1.11: CalSAWS ServiceNow Incidents Created by Category

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 3,654 incidents.

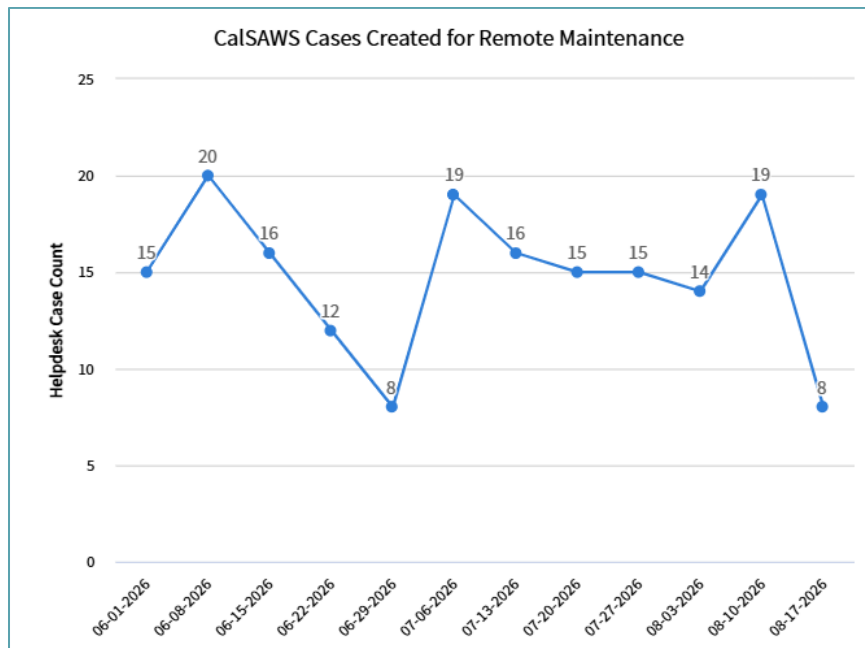


Figure 4.1.12: CalSAWS ServiceNow Cases Created for Remote Maintenance

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%.

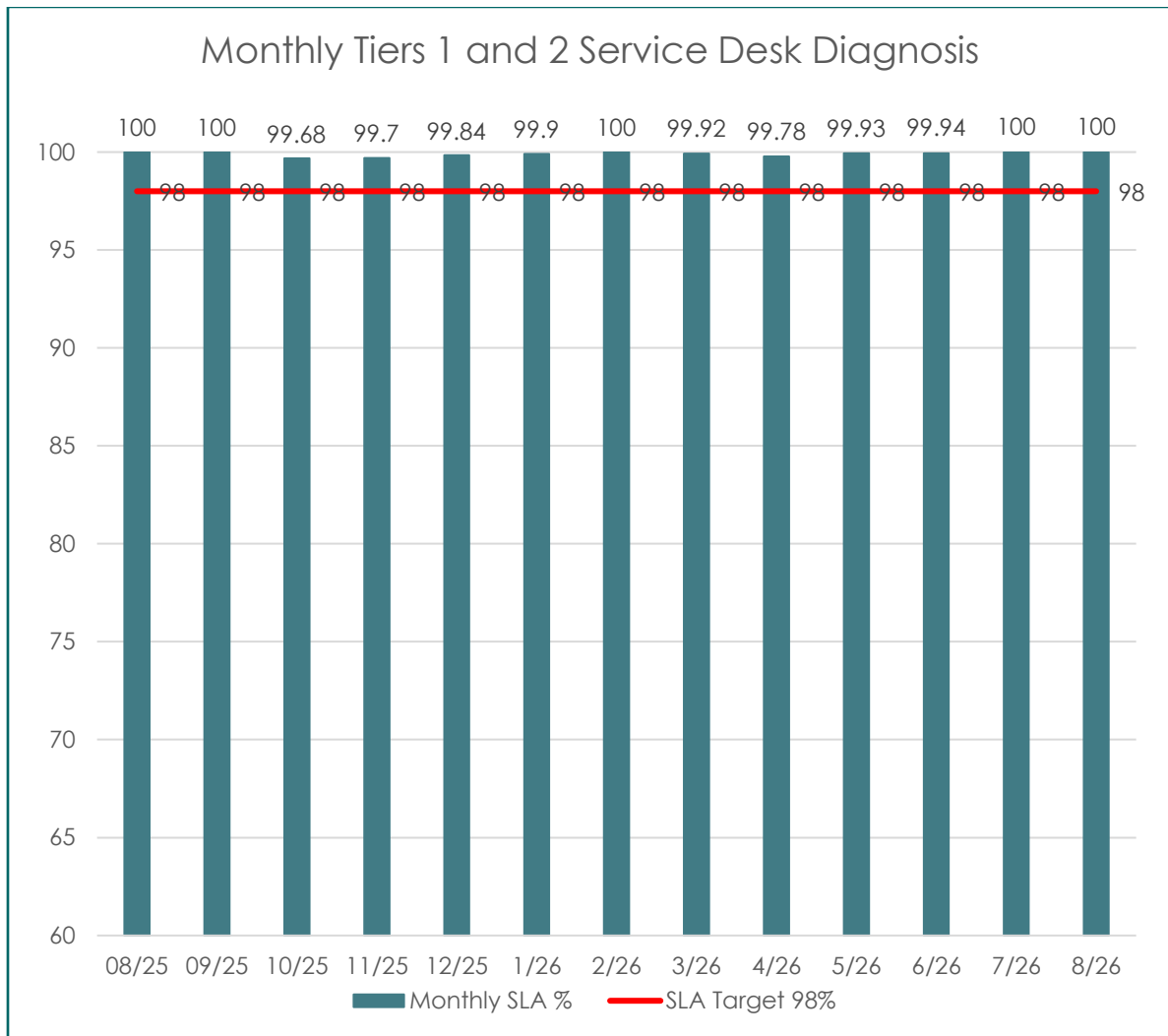


Figure 4.1.13: CalSAWS Monthly Tiers 1 and 2 Service Desk Diagnosis SLA Compliance

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

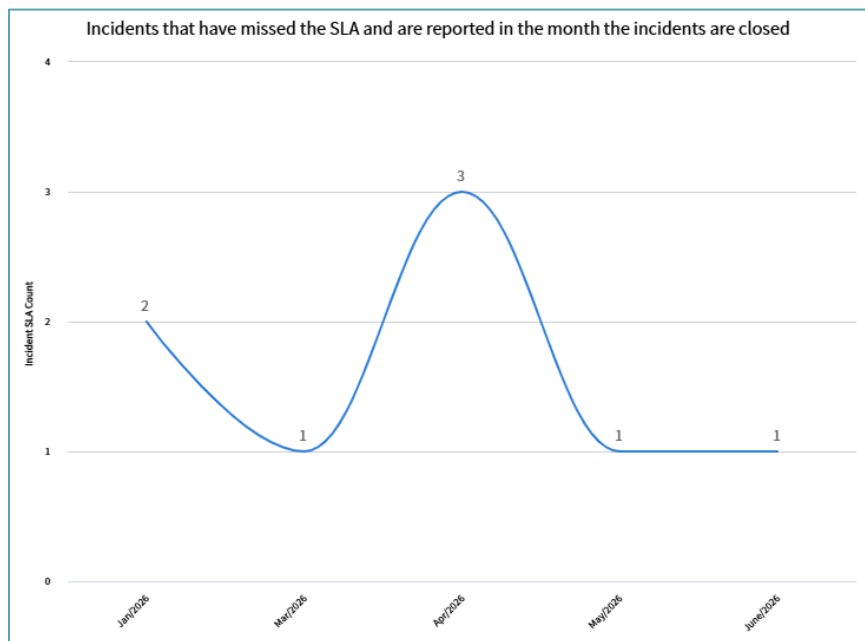


Figure 4.1.14: Incidents that have missed the Service Level Agreement (SLA) in their respective months

The following figure represents the number of closed incidents that SLA missed 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.

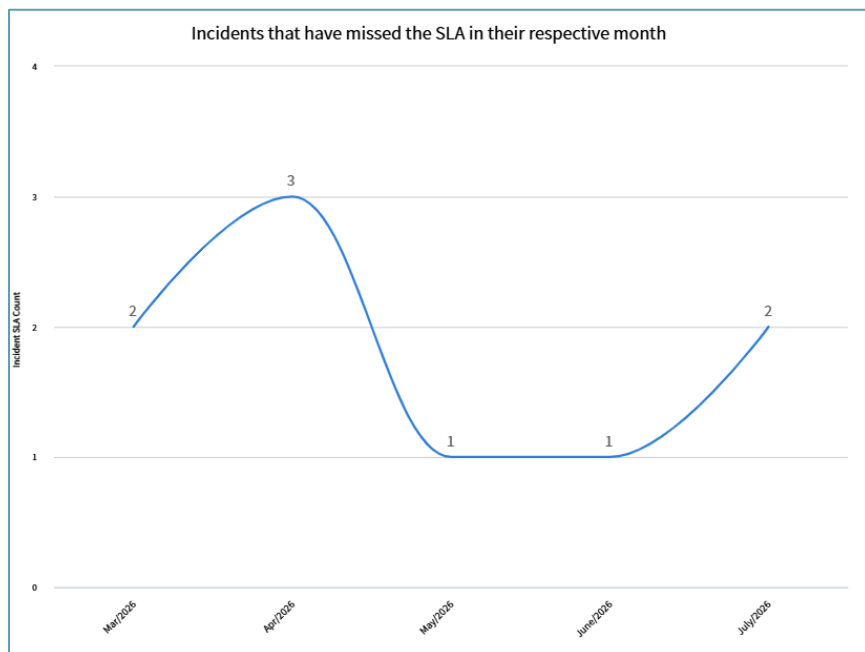


Figure 4.1.15: Incidents that have missed the SLA and reported in the month incidents are closed.

4.1.2 BenefitsCal Technical Service Desk Metrics

Information related to the BenefitsCal Technical Service Desk follows.

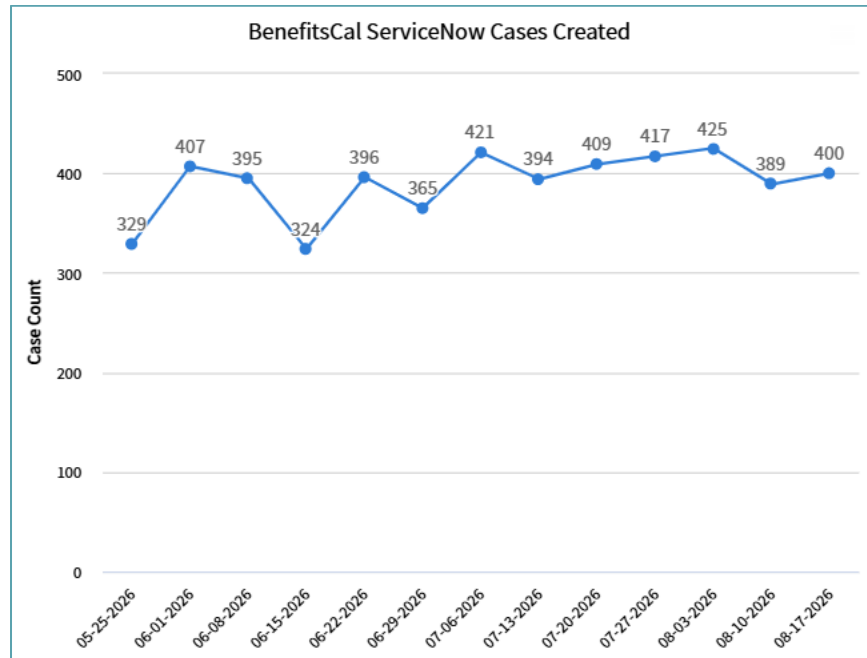


Figure 4.1.2-4.1.16: BenefitsCal ServiceNow Cases Created

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.

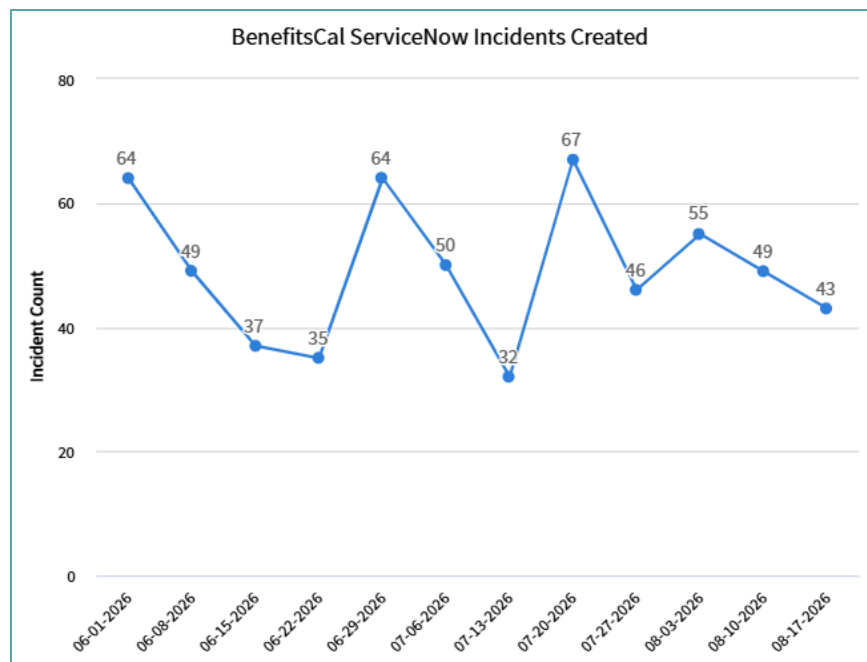


Figure 4.1.2-4.1.17: BenefitsCal ServiceNow Incidents Created

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.

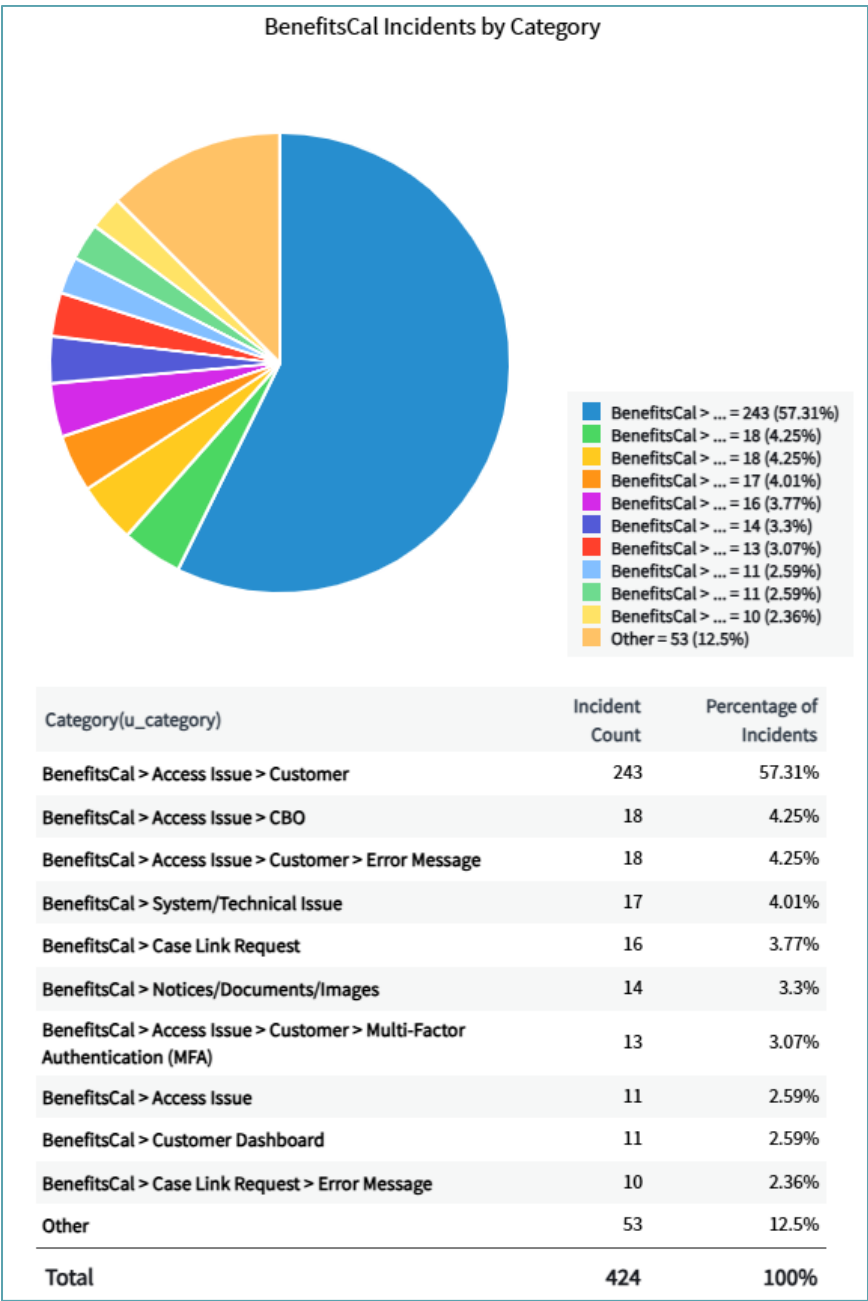


Figure 4.1.2-4.1.18 BenefitsCal ServiceNow Incidents Created by Category

Note: The pie chart above represents Incidents by Category created within the past two (2) months. The 53 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	16
Infra DBA	2
Infra GAGR (Client Correspondence)	3
Infra Imaging	1
Infra Middleware	1
Infra ServiceNow	10
Infra Tech Arch	1
Infra Tech Ops	1
Infra Tools	1
Total	38

Table 4.2-2: Infrastructure Production Defects

Jira ID	Created	Infra Team	Description	Status
CA-304695	08/21/2026	Infra Contact Center	Caller Profile - Contact History results are incorrect	Assigned
GAGR-1049	08/21/2026	Infra GAGR (Client Correspondence)	SCL County: Missing Data Group for NOA GA 101 - Reason Code XAF431	New

Jira ID	Created	Infra Team	Description	Status
CA-304647	08/20/2026	Infra DBA	Production BicSUITE loading slower post Exadata Migration	New
CA-304538	08/19/2026	Infra Contact Center	26.08.13 Snyk Scan - ca_ivr, ca_connect_lambda	In Development
GAGR-1044	08/18/2026	Infra GAGR (Client Correspondence)	Fresno: both old & new rule printing on 017-C NOA	Test Complete
CA-304449	08/18/2026	Infra Contact Center	Data Mismatch Between Quick and Connect	New
CA-304415	08/17/2026	Infra Contact Center	Add session ID index for agent attendance table to prevent DB locks and update timeouts	System Test
CA-304100	08/10/2026	Infra Tech Arch	PO56F403: Ventura County Cash File Generated as 0-Byte File Due to Upload Failure	New
CA-304090	08/10/2026	Infra Contact Center	Los Angeles County Case Self Service Flags Missing	System Test
CA-304052	08/7/2026	Infra Contact Center	Chat History in eCCP missing	In Assembly Test
NOW-1530	08/7/2026	Infra ServiceNow	Roster: unable to update department (as CPMO)	Documenting
CA-303744	07/31/2026	Infra Contact Center	Supervisor Email Notifications are not being sent	In Assembly Test
CA-303682	07/30/2026	Infra Contact Center	Issue with Nuance Rekey lambda	System Test
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	Test Complete
CA-303451	07/24/2026	Infra Contact Center	Logged on Time is not accounting for 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-302981	07/13/2026	Infra Contact Center	San Bernardino Callers with Confirmed PH, Unsuccessful Auth Not Routing Correctly	System Test
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
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

Jira ID	Created	Infra Team	Description	Status
CA-299836	04/13/2026	Infra Contact Center	Calls on hold occasionally do not activate mute	Assigned
NOW-1489	04/6/2026	Infra ServiceNow	Performance Analytics visibility defect (breakdown related?)	Documenting
CA-299429	04/3/2026	Infra DBA	Long running AN_QLIK_EX_SAR_CURRENT_ST AT job	Assigned
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
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

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 plan 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)
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

DATE (s)		ACTIVITY DESCRIPTION
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
08/10/2026	08/11/2026	STANDARD – Weekly AWS AMI creation Change and Security Updates – Monday (Aug 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	Standard Change: CalSAWS (Wordpress) Lower Environment Website Update
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 (Aug 11)
08/11/2026	08/11/2026	CalSAWS Priority Release 26.08.11
08/12/2026	08/12/2026	5G Upgrade (hot cut) and Velocloud upgrade at Site 36017 (San Bernadino)
08/12/2026	08/19/2026	Upgrade runtime of Java Lambda functions – GAGR DEV/TEST

DATE (s)		ACTIVITY DESCRIPTION
08/12/2026	08/19/2026	LCA Call Summarization deployment for Kings County training account Group-2B
08/12/2026	08/14/2026	Cleanup LRS Security Group Rules in Contact Center Non-Production Accounts
08/12/2026	08/14/2026	Update permission to IAM Role "GlueCrawlerRole" in sharedfunctions account – nonprod
08/12/2026	08/14/2026	Whitelist Qualys support URL for workspaces
08/12/2026	08/19/2026	LCA Call Summarization deployment for San Bernardino County training account Group-2B
08/12/2026	08/19/2026	LCA Call Summarization deployment for Kern County training account Group-2B
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	08/17/2026	NON-PROD: Update Open JDK on confluent servers in coreapp-development and coreapp-staging accounts
08/12/2026	08/19/2026	Configure AWS infrastructure for Okta setup in STG environment in coreapp-staging account
08/12/2026	08/17/2026	Additional rule for HTTP/80 listener of WEB ALB – DEV/SYS environments
08/12/2026	08/21/2026	Enable IMDSv2 Support for EC2 Instances in Coreapp Dev
08/12/2026	08/19/2026	Configure Auth0 Log Streaming to AWS EventBridge and CloudWatch for AT and Dev environments in coreapp-development account
08/12/2026	08/12/2026	Modify group policy for Defender SmartScreen
08/12/2026	08/14/2026	Increase Disk Space for Selenium Servers
08/12/2026	08/13/2026	In-Place Upgrade of AT BICsuite server from RHEL 8.10 to 9.8
08/12/2026	08/12/2026	STANDARD – Weekly Linux Environment Patching – Wednesday 18:30 – 22:30 (Aug 12)
08/12/2026	08/21/2026	Enable "Input Transformation" for AWS outage alerts SNS topic
08/12/2026	08/17/2026	Contact Center Prod accounts – Rotate AWS Access Keys for Calabrio User for Q3-2026
08/12/2026	08/14/2026	Remove the hardcoded secret access key from the Lambda code
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	08/14/2026	Additional rule for HTTP/80 listener of WEB ALB – STG environments
08/12/2026	08/14/2026	Additional rule for HTTP/80 listener of WEB ALB – County environments

DATE (s)		ACTIVITY DESCRIPTION
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 sharedfunctions account – prod
08/12/2026	08/21/2026	Provision new EC2 Windows instances for AD connectors in coreapp-production-shared-services Account
08/13/2026	08/13/2026	Whitelist 'domains' of Security Simulation
08/13/2026	08/13/2026	Standard Change: CalSAWS (WordPress) Production Website Plugin Updates
08/13/2026	08/13/2026	STANDARD – Weekly Linux Environment Patching – Thursday 18:30 –20:30 (Aug 13)
08/13/2026	08/13/2026	CalSAWS Priority Release 26.08.13
08/13/2026	08/14/2026	Cleanup of unused security groups in coreapp-production-tools (271562797580)
08/13/2026	08/13/2026	Per Qualys CID 4400 & 4401 – Enable service tcp-keepalives-in/out on GRSW014
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 14986 recommendation, archiving of device log.
08/13/2026	08/13/2026	Per CiS control id 17884 recommendation, adding vty access-list
08/14/2026	08/20/2026	Aurora Mysql RDS database will be upgraded from 8.0.mysql_aurora.3.04.1 to 8.0.mysql_aurora.3.10 for STG2 environment in analytics-production account
08/14/2026	08/14/2026	STANDARD – Weekly Linux Environment Patching – Friday 18:30 – 22:30 (Aug 14)
08/14/2026	08/15/2026	ECR: Apex PROD – Certification Renewal for Apex prod – adhoc-reports.calsaws.net
08/15/2026	08/18/2026	Migrate Production database from EC2 to Exadata
08/15/2026	08/19/2026	coreapp-development and coreapp-staging: Upgrade Jenkins from 2.555.2 to 2.568.1 LTS
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 (Aug 15)
08/15/2026	08/15/2026	CalSAWS Priority Release 26.08.15
08/16/2026	08/16/2026	CalSAWS Priority Release 26.08.16
08/17/2026	08/18/2026	STANDARD – Weekly AWS AMI creation Change and Security Updates – Monday (Aug 17)

DATE (s)		ACTIVITY DESCRIPTION
08/17/2026	08/17/2026	Per CiS control id 4379 – "enable secret" command needs to be added to 4 Gold River devices
08/17/2026	08/17/2026	Per CiS control id 4372– Exec timeout setting needs to be enabled on Line Console on the Gold River Wireless controller
08/17/2026	08/17/2026	Per CiS control id 4374– The 'no exec' setting needs to be set on the line aux of 3 network devices
08/18/2026	08/18/2026	Standard Change: CalSAWS (Wordpress) Lower Environment Website Update
08/18/2026	08/21/2026	ECR: Non-prod: Weblogic Critical SPB Patch, 2026-Q3 (AUGUST) in all non-prod coreapp environments to fix critical vulnerabilities
08/18/2026	08/18/2026	5G Upgrade (hot cut) and Velocloud upgrade at Site 33081 (Riverside)
08/18/2026	08/18/2026	STANDARD – Weekly Linux Environment Patching – Tuesday 18:30 – 21:00 (Aug 18)
08/18/2026	08/19/2026	Apply the latest Linux patches to GAGR Dev-Test (August)
08/18/2026	08/18/2026	CalSAWS Priority Release 26.08.18
08/18/2026	08/18/2026	Per CiS control id 17811 recommendation, adding ntp authentication key to the device.
08/19/2026	08/21/2026	Cleanup unused autoscaling group, IMDSv2 for Instance and account level
08/19/2026	08/21/2026	Fix Snyk vulnerabilities for ALB Invalid Headers in coreapp-staging
08/19/2026	08/21/2026	Whitelist AT9 F5 IP for offshore workspaces
08/19/2026	08/21/2026	Fix Snyk vulnerabilities for ALB Invalid Headers in coreapp-development
08/19/2026	08/21/2026	Email Notification for Calabrio Access Key Rotation in nonproduction tools accounts
08/19/2026	08/21/2026	Whitelist CalSAWS URLs for GAGR team workspaces
08/19/2026	08/21/2026	Remediate security issues flagged – OCAT Non-Prod
08/19/2026	08/21/2026	Fix Snyk found issue – CA-303238
08/19/2026	08/21/2026	Fix Snyk vulnerabilities for ALB Invalid Headers in application-development
08/19/2026	08/19/2026	Modify group policy for the number of simultaneous connections setting
08/19/2026	08/20/2026	Apply 2509 Hotfix Rollup to SCCM (System Center Configuration Manager).
08/19/2026	08/21/2026	Enable IMDSv2 for metadata options – GAGR DEV/TEST
08/19/2026	08/21/2026	Provide connectivity to Sys2WDTIP RDS for DBX Development environment
08/19/2026	08/21/2026	Create additional Lambda and Event Bridge for LCA Solution in nonprod shared functions account

DATE (s)		ACTIVITY DESCRIPTION
08/19/2026	08/20/2026	Apply the latest Linux patches to GAGR Perf – August
08/19/2026	08/19/2026	STANDARD – Weekly Linux Environment Patching – Wednesday 18:30 – 22:30 (August 19)
08/19/2026	08/21/2026	Email Notification for Calabrio Access Key Rotation in production tools accounts
08/20/2026	08/20/2026	Allowing Sender in Defender/O365
08/20/2026	08/20/2026	Standard Change: ForgeRock AT Release 26.08.20
08/20/2026	08/20/2026	Standard Change: CalSAWS (WordPress) Production Website Plugin Updates
08/20/2026	08/20/2026	Standard Change: ForgeRock Staging Environment Build 26.08.20
08/20/2026	08/21/2026	Apply the latest Linux patches to GAGR UAT/TRN – August
08/20/2026	08/20/2026	STANDARD – Weekly Linux Environment Patching – Thursday 18:30 – 20:30 (August 20)
08/20/2026	08/20/2026	CalSAWS Priority Release 26.08.20
08/20/2026	08/20/2026	TPx (ISP Vendor) Juniper firmware upgrade: Vacaville
08/20/2026	08/20/2026	ServiceNow Release 26.08.20
08/20/2026	08/21/2026	ECR: PROD and DR: Weblogic Critical SPB Patch, 2026-Q3 (AUGUST) in coreapp-prod to fix critical vulnerabilities
08/21/2026	08/23/2026	Windows Server Updates – August 2026
08/21/2026	08/21/2026	Set up a Conditional Access policy (In Entra) for the new SANS mailbox integration.
08/21/2026	08/21/2026	Standard Change: ForgeRock AT DR Release 26.08.21
08/21/2026	08/21/2026	Standard Change: ForgeRock Dev Release 26.08.21
08/21/2026	08/21/2026	STANDARD – Weekly Linux Environment Patching – Friday 18:30 – 22:30 (August 21)
08/21/2026	08/21/2026	Monthly Equinix LA-3 OS patching – August 21
08/22/2026	08/22/2026	ServiceNow [CSM-PRODUCTION] Security Patch: Install Patch 10 Hot Fix 4a on SNC Instance – calsawsprod
08/22/2026	08/23/2026	Monthly Production Database Linux OS Patching – August
08/22/2026	08/22/2026	STANDARD – Weekly Linux Environment Patching – Saturday 13:30 – 23:00 (August 22)
08/22/2026	08/22/2026	CalSAWS Priority Release 26.08.22
08/23/2026	08/23/2026	Update Dynatrace ActiveGate agent to current version.
08/23/2026	08/23/2026	PROD: Update latest patch for Open JDK 17 on confluent servers in coreapp-prod account
08/23/2026	08/23/2026	Monthly Instance refresh for AutoScale SMTP – August 23
08/23/2026	08/23/2026	NTP servers ami refresh in shared services – August 23
08/23/2026	08/23/2026	Apply the latest Linux patches to GAGR PROD/DR – August
08/23/2026	08/23/2026	Monthly Equinix SV-1 OS patching – August 23

DATE (S)		ACTIVITY DESCRIPTION
08/23/2026	08/23/2026	Monthly Patching – cPROD-Confluent – August 23
08/23/2026	08/23/2026	GAGR CC PROD PUB PUSH and IMPLEMENTED PLAN (IP) for 08/23/2026

Table 4.3.1-2: CalSAWS Upcoming Maintenance

DATE (S)		ACTIVITY DESCRIPTION
08/24/2026	08/25/2026	STANDARD – Weekly AWS AMI creation Change and Security Updates – Monday (August 24)
08/24/2026	08/24/2026	Standard Change: ForgeRock DEV DR Release 26.08.24
08/25/2026	08/25/2026	STANDARD – Weekly Linux Environment Patching – Tuesday 18:30 – 21:00 (August 25)
08/26/2026	08/28/2026	enable global clusters to us-east-1 for prod misc rds database
08/26/2026	08/28/2026	Update Tag for AT Batch Scheduler EC2 Instance in Coreapp Development
08/26/2026	08/30/2026	Disable the public access to "AWS Code Build" projects & Delete the unused project – nonprod
08/26/2026	08/27/2026	Update Web site cert (cswcmg001.calsaws.org) in PROD
08/26/2026	08/28/2026	Enable IMDSv2 for EC2 Instances to remediate the SHIP vulnerability – Nonprod
08/26/2026	08/27/2026	enable IMDSv2 for account level
08/26/2026	08/28/2026	Remediate SHIP Flagged Vulnerabilities in Coreapp Sandbox account
08/26/2026	08/28/2026	Cleanup unused autoscaling group, IMDSv2 for Instance and account level
08/26/2026	08/27/2026	Delete unused EBS volumes on Batch and FTP servers
08/26/2026	08/28/2026	Create Secrets for UT1_Nudge and UT2_Nudge
08/26/2026	08/26/2026	STANDARD – Weekly Linux Environment Patching – Wednesday 18:30 – 22:30 (August 26)
08/26/2026	08/28/2026	Create an Entra ID application with SCIM to support account-based licensing for Office Timeline Pro+ users.
08/26/2026	08/28/2026	Additional rule for HTTP/80 listener of WEB ALB – TRN environments
08/26/2026	08/28/2026	Enable Connectivity from Jenkins-RHEL8 Servers
08/26/2026	08/28/2026	Remediate security issues flagged by SHIP report – OCAT UAT, Train, Stage
08/26/2026	08/27/2026	Delete unused EBS volumes on Batch and FTP servers in Prod and DR
08/26/2026	08/27/2026	Enable NLB Cross-Zone Load Balancing and disable Client IP Preservation in coreapp-production-tools account
08/26/2026	08/30/2026	Create additional Lambda and Event Bridge for LCA Solution in shared functions account – Prod
08/26/2026	08/27/2026	Friendly URL testing for databricks-development workspace UI
08/26/2026	08/26/2026	Per CiS control id 4385 – removal of 2nd username from Gold River Wireless Controllers
08/27/2026	08/27/2026	Merced County 24001 – Configure Switch Ports for APC UPS NMC3 cards Connectivity and Setup SolarWinds Monitoring

DATE (S)		ACTIVITY DESCRIPTION
08/27/2026	08/27/2026	Delete unused EBS volume on cTRef-MainDB1
08/27/2026	08/27/2026	Standard Change: ForgeRock Staging Environment Build 26.08.27
08/27/2026	08/27/2026	Standard Change: ForgeRock AT Release 26.08.27
08/27/2026	08/27/2026	STANDARD – Weekly Linux Environment Patching – Thursday 18:30 – 20:30 (Aug 27)
08/27/2026	08/28/2026	Increase the minimum domain password length from 8 to 15 characters for the c-iv.ivr, c-iv.net, dev.c-iv.ivr, trusted.c-iv.mgt domain.
08/27/2026	08/28/2026	Increase the minimum domain password length from 8 to 15 characters for the CalACES.org and ad.CalSAWS.org domain.
08/28/2026	08/28/2026	CA-303299 Sutter – Email Domain Name Change
08/28/2026	08/28/2026	Standard Change: ForgeRock AT DR Release 26.08.28
08/28/2026	08/28/2026	Standard Change: ForgeRock Dev Release 26.08.28
08/28/2026	08/28/2026	STANDARD – Weekly Linux Environment Patching – Friday 18:30 – 22:30 (August 28)
08/28/2026	08/29/2026	Security Production Release 26.08.28
08/29/2026	08/30/2026	Sonar Aurora Postgres RDS database upgrade from Postgres version 14.22 to 15.17 in coreapp-production-tools (#271562797580)
08/29/2026	08/29/2026	coreapp-prod, coreapp-training, and coreapp-county: Upgrade Jenkins from 2.555.2 to 2.568.1 LTS
08/29/2026	08/29/2026	STANDARD – Weekly Linux Environment Patching – Saturday 13:30 – 23:00 (August 29)
08/30/2026	08/30/2026	Security DR Production Release 26.08.30
08/30/2026	08/30/2026	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 26.08.22	08/22/2026
Priority Release 26.08.20	08/20/2026
Priority Release 26.08.18	08/18/2026
Priority Release 26.08.16	08/16/2026
Priority Release 26.08.15	08/15/2026
Priority Release 26.08.13	08/13/2026
Priority Release 26.08.11	08/11/2026

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	CalHeers	OCAT	Central Print	Training Production	Communication Method	Communication Sent Date
Production Maintenance	08/23/26	1:00 PM	08/23/26	6:30 PM											CIT 140-26	8/10/2026
															Broadcast Email	8/17/2026
BenefitsCal Release 26.08.27	08/27/26	8:00 PM	08/27/26	9:30 PM											Broadcast Email	TBD
IAM (ForgeRock) Maintenance	08/28/26	10:00 PM	08/29/26	2:00 AM											CIT 141-26	8/10/2026
															Broadcast Email	8/17/2026
Production Maintenance	09/06/26	6:00 AM	09/06/26	2:00 PM											CIT 0147-26	8/18/2026
															Broadcast Email	TBD
Adhoc Reporting Database Maintenance	09/06/26	2:00 PM	09/06/26	6:00 PM											CIT 0147-26	8/18/2026
															Broadcast Email	TBD
Imaging (Hyland) Maintenance	09/18/26	10:00 PM	09/19/26	1:00 AM											Broadcast Email	TBD
CalSAWS Release 26.09	09/20/26	6:00 AM	09/20/26	1:00 PM											CIT 00XX-26	TBD
															Broadcast Email	TBD

Figure 4.3.4: CalSAWS Production Planned Outages Calendar

Notes:

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

5 LOBBY MANAGEMENT

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

Table 5-1: Lobby Management Updates

COUNTY	UPDATES
Merced	RITM0103956 – Wardrobe Kiosk on the project network is currently under review with Network Teams. Communication requesting next steps from Merced County were sent on 04/29/2026.
Shasta	Shasta submitted RITM01015598 to purchase printer brackets for the County Kiosk. Internal review has been completed. Tickets have 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.

COUNTY	UPDATES
Contra Costa	Several monitors at Contra Costa including break/fix monitors not in use were reported to have lines across them. A warranty claim was opened with the monitor vendor; Microtouch. Monitors will be serviced by Meridian. Currently two (2) monitors have been shipped to the vendor for servicing. Monitors are still undergoing service. No new update.
Kern	Printer refresh for Kern has been completed.
Los Angeles	LA County will be testing modern Lobby for potential replacement of the County IPAD setup currently in use. Two (2) Accounts will be created for LA County. Testing will be done on Samsung Galaxy Tablets.
All Counties	One (1) Kiosk per office will have the card swipe lowered. This is in response to the ADA citations received by county offices last year. Fresno and San Luis Obispo have been completed.

No updates: Alameda, Alpine, Amador, Butte, Calaveras, Colusa, Del Norte, El Dorado, Fresno, Glenn, Humboldt, Imperial, Inyo, Kern, Kings, Lake, Lassen, Marin, Mendocino, Modoc, Mono, Monterey, Napa, Orange, Plumas, Sacramento, San Bernardino, San Diego, San Joaquin, Santa Barbara, Santa Cruz, Santa Clara, San Mateo Sierra, Sonoma, Solano, San Francisco, Stanislaus, Sutter, Tehama, Trinity, Tulare, Tuolumne, Ventura, Yolo, Yuba

6 GA/GR CORRESPONDENCE

The following are highlights for GA/GR Correspondence:

The 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

- Obtained ARB & CCB approval to perform Production Migration to the new Exadata platform on 08/16/2026.
- Migrated all Production, Adhoc and Disaster Recovery databases
- Performed all code and configuration deployments
- Performed all application and county validations.
- Executed all Go Live Hyperscale support with no impact to Online users, and minimal new connection setup impact to County adhoc users

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 1:
 - Group 1D – Completed Training/UAT
 - Completed 1D Go Live 8/21
- Group 2
 - 2A – Dev in progress
 - 2B – In Planning
 - 2C pending queue information, Sent out to counties on 8/20
 - Completed Group 2 Train-the-Trainer
- Group 3:
 - Preparations for Group 3 underway
 - Group 3 Train-the-Trainer Sept 3rd

7.4 IAM Replacement

- Working on provisioning STG environment.
- Completed testing of Delegated Admin configurations testing in Okta Workforce. Working on testing of Auth0 Admin.
- Started engagement with third-party integration partners.

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-304636	8/20/2026	Infra Contact Center	Santa Cruz – Disable Receiving Courtesy Call Backs on county Lobby	New
NOW-1533	8/20/2026	Infra ServiceNow	Add Manager data field to Roll-On Email Template	In Development
NOW-1532	8/20/2026	Infra ServiceNow	Requesting JIRA: Team Responsible and Change Type be a field in Problem Table	In Development
CA-304487	8/18/2026	Infra Imaging	Ensure Case Info Auto Completes when Capture Button is Clicked	New

JIRA ID	CREATED	INFRA TEAM	DESCRIPTION	STATUS
CA-304458	8/18/2026	Infra Contact Center	Upgrade some Contact Center lambdas to Python 3.11+	Pending Approval
CA-304406	8/17/2026	Infra Contact Center	Kings County – Spanish Outbound queue	System Test
CA-304279	8/13/2026	Infra Central Print	San Diego County: Whitelist Address for University of California San Diego (UCSD) Students	Design in Progress
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	Test Complete
NOW-1529	7/31/2026	Infra ServiceNow	CSC/RCC Roll On/Off update eGain	Done
CA-303679	7/30/2026	Infra Contact Center	San Mateo – Update verbiage on Office Info flow	Test Complete
CA-303674	7/30/2026	Infra Contact Center	Solano County – Create new Queue for Processing	New
CA-303609	7/29/2026	Infra Contact Center	Update Agent Whisper	New
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
CA-303498	7/27/2026	Security	Wave 5 BCAL – Replace IAM solution	New
CA-303497	7/27/2026	Security	Wave 4 CalSAWS Core – Replace IAM solution	New
CA-303496	7/27/2026	Security	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
CA-303276	7/21/2026	Infra Central Print	Return Mail Update to handle Medi-Cal redetermination API changes	New
CA-303155	7/17/2026	Infra Tools	Update Jenkins 2.555.2 to 2.568.1 LTS and Bitbucket from	System Test

JIRA ID	CREATED	INFRA TEAM	DESCRIPTION	STATUS
			10.2.2 to 10.2.5 LTS to address vulnerabilities	
CA-303098	7/16/2026	Infra Contact Center	LA County – Request to create a new "Special Circ" queue	System Test
CA-303094	7/16/2026	Infra Contact Center	Contra Costa – Holiday Calendar Update	New
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
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
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
CA-302592	6/30/2026	Infra Imaging	Titan – Upgrade Hyland AT1 to Perceptive Titan	System Test
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-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
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

JIRA ID	CREATED	INFRA TEAM	DESCRIPTION	STATUS
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	System Test
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-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	Pending Approval
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
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

JIRA ID	CREATED	INFRA TEAM	DESCRIPTION	STATUS
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	Test Complete
CA-299634	4/8/2026	Infra GenAI	Call summarization – Group 2A	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	Test Complete
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	In Development
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
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	System Test
CA-298037	2/20/2026	Infra Dev Ops	Upgrade Terraform from v1.5.7 to v1.14.4	In Development
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-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
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

JIRA ID	CREATED	INFRA TEAM	DESCRIPTION	STATUS
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)	Test Complete
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 Dispatatch 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 to "sc_cat_item_category" table	Documenting
NOW-1450	10/3/2025	Infra ServiceNow	new AWS Change Request type	Documenting
CA-294693	9/25/2025	Infra Contact Center	Enhance Existing Consortium Informational Message in IVR	New

JIRA ID	CREATED	INFRA TEAM	DESCRIPTION	STATUS
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	Approved
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	System Test
NOW-1430	7/31/2025	Infra ServiceNow	Track CalSAWS Consolidated Waiver Requests in ServiceNow, integrated with CMDB/CAB/CHG mgmt.	To Do
CA-293257	7/29/2025	Infra Imaging	Add a Disability Document Type to CalSAWS Imaging Solution	New
CA-293256	7/29/2025	Infra Imaging	Update Imaging Routing of Lobby/Kiosk documents to Skip Queues When Possible	New
CA-293093	7/24/2025	Infra Contact Center	Enhance Reschedule appointment functionality – Existing Functionality	New
CA-292834	7/14/2025	Infra Tech Ops	Create user account in CalSAWS for Dynatrace monitoring	New
GAGR-856	6/17/2025	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

JIRA ID	CREATED	INFRA TEAM	DESCRIPTION	STATUS
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	Standardized 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
CA-286281	12/26/2024	Infra Contact Center	County purchase –Los Angeles MOD Hotline into AWS	New

JIRA ID	CREATED	INFRA TEAM	DESCRIPTION	STATUS
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	In Development
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	New

JIRA ID	CREATED	INFRA TEAM	DESCRIPTION	STATUS
			account to Shared functions production account	
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 users to perform a direct transfer (Cold Transfer)	New
CA-277286	4/30/2024	Infra Contact Center	Add Verbiage from MEDIL I 24-11 for All CSC Counties IVRs	New
CA-277050	4/24/2024	Infra Contact Center	Update Contact Center Lambda Secrets Manager Reference	New
CA-276632	4/16/2024	Infra Contact Center	An additional Admin page to the eCCP to manage RE Line	New
CA-276579	4/15/2024	Infra Contact Center	Upgrade Calabrio to the WFM Cloud Solution	New

JIRA ID	CREATED	INFRA TEAM	DESCRIPTION	STATUS
CA-276410	4/10/2024	Infra Contact Center	E-mail Alert when Contact Center is closed via Remote Admin phone line.	New
CA-276409	4/10/2024	Infra Contact Center	Enable default routing profile nightly revert and enable searching by tags	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

JIRA ID	CREATED	INFRA TEAM	DESCRIPTION	STATUS
CA-273899	2/7/2024	Infra Contact Center	PFR – Calabrio – Ability to live monitor multiple workers at a time	New
CA-273894	2/7/2024	Infra Contact Center	Ability to skill staff with more than one routing profile	New
CA-273487	1/30/2024	Infra Contact Center	Queue Limits Page drop down to view more than 10 per page	New
CA-273471	1/30/2024	Infra Contact Center	Roll-on/off eCCP Admin Page enhance search feature	New
CA-273448	1/30/2024	Infra Contact Center	Quick Connect Admin Page Updates	New
CA-273447	1/30/2024	Infra Contact Center	Teams (units) copy from AWS to eCCP	New
CA-273446	1/30/2024	Infra Contact Center	CSC IVR Call Limits	Design in Progress
CA-273442	1/30/2024	Infra Contact Center	Update eCCP to expose AWS CCP Headset Options	New
CA-273439	1/30/2024	Infra Contact Center	Remove wait time from IVR and replace with position in line	New
CA-273252	1/25/2024	Infra Contact Center	Update Agent Status if eCCP times out while in specific statuses.	New
CA-273209	1/24/2024	Infra Contact Center	Add a Pending Not Ready Status to the eCCP	New
CA-272919	1/17/2024	Infra Contact Center	Reconfigure Queue Assignment in Contact Flows	New
CA-270818	11/20/2023	Infra Contact Center	Add a Static Dial Pad on eCCP	New
CA-266244	8/11/2023	Infra Contact Center	Migrate the CalSAWS Service Desk to the CalSAWS Contact Center Environment	New
CA-265391	7/26/2023	Infra Contact Center	Modify eCCP Security rights	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

JIRA ID	CREATED	INFRA TEAM	DESCRIPTION	STATUS
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**

