



California Statewide Automated Welfare System



Bi-Weekly Status Report

CalSAWS Infrastructure

Reporting Period: August 24, 2026 – September 6, 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 40 active Infrastructure Production defects.
Incidents	RESOLVED: PRB0053981 – As of 8:15 AM on August 20, 2026, Sierra County users at the 22 Maiden Ln, Downieville site are unable to access CalSAWS and associated systems due to a local internet outage. Sierra County users at the Downieville site will experience issues accessing CalSAWS and associated systems until the issue is resolved. The project team is monitoring updates from the local internet provider. An update will be provided when additional information becomes available. Update: The CalSAWS project team monitored stability at the site and are confirming with the local county contact their access to CalSAWS and associated systems. An update will be provided when user access has been confirmed. As of 1:15 AM on August 20, 2026, the issue has been resolved. Users at the Downieville site are able to access CalSAWS and associated systems. RESOLVED: 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. Update: The Truv issue has been resolved with the implementation of Defect CSPM-85000 at 9:25 PM on Friday, August 7,

TOPIC	HIGHLIGHTS FOR THE REPORTING PERIOD																														
	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. Update #2: Development and testing for re-processing the backlog is complete. We will begin to process the backlog of paystubs that need to be pulled from Truv and saved into BenefitsCal and CalSAWS. The backlog consists of two main groups of paystubs. 1. Paystubs associated to submitted e-applications 2. Paystubs associated to in-flight e-applications <i>*Note*</i> Depending on individual county document routing rules, an increased volume of tasks will be created to notify of the backlogged paystubs being uploaded to the CalSAWS imaging solution. The numbers below are to track the status of the re-processing. Total Paystubs - this is the number of paystubs that encountered an error between 7/19 and 8/7 Re-processed - this is the number of paystubs that were successfully pulled from Truv Error - this is the number of paystubs where re-processing was unsuccessful because Truv did not have a paystub within 30 days of the original Truv data request Remaining - the number of paystubs left to re-process <table><tr><td>Application Type</td><td>Total Paystubs</td><td>Re-processed</td><td>Error</td><td>Remaining</td></tr><tr><td>Submitted</td><td>6,039</td><td></td><td></td><td></td></tr><tr><td>In-flight</td><td>2,984</td><td></td><td></td><td></td></tr></table> A list of re-processed paystubs for "Submitted" applications will be provided to all counties in a CIT once the backlog has completed processing. For any "In-flight" application, the paystubs will be sent whenever the customer finalizes their application and submits it to CalSAWS. Update #3: Paystubs from Truv are in the process of being reprocessed. The numbers of reprocessed Paystubs are below. <table><tr><td>Application Type</td><td>Total Paystubs</td><td>Re-processed</td><td>Error</td><td>Remaining</td></tr><tr><td>Submitted</td><td>6,039</td><td>5,792</td><td>247</td><td>0</td></tr><tr><td>In-flight</td><td>2,984</td><td>10</td><td>0</td><td>2,974</td></tr></table>	Application Type	Total Paystubs	Re-processed	Error	Remaining	Submitted	6,039				In-flight	2,984				Application Type	Total Paystubs	Re-processed	Error	Remaining	Submitted	6,039	5,792	247	0	In-flight	2,984	10	0	2,974
Application Type	Total Paystubs	Re-processed	Error	Remaining																											
Submitted	6,039																														
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Application Type	Total Paystubs	Re-processed	Error	Remaining																											
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In-flight	2,984	10	0	2,974																											

TOPIC	HIGHLIGHTS FOR THE REPORTING PERIOD															
	Submitted records continue to be the priority. The 10 re-processed In-flight paystubs were for validation purposes. The paystubs that have a status of Error were researched and identified as Truv employer's where paystubs did not exist within the last 30 days of the original request date. As of 8:00 PM on August 27, 2026, the re-processing of paystubs from Truv has completed for all Submitted and In-flight applications. County lists will be provided via County Alert Transmittal to identify the applications that include paystubs that experienced this issue. <table><tr><td>Application Type</td><td>Total Paystubs</td><td>Re-processed</td><td>Error</td><td>Remaining</td></tr><tr><td>Submitted</td><td>6,039</td><td>5,792</td><td>247</td><td>0</td></tr><tr><td>In-flight</td><td>2,984</td><td>2,847</td><td>137</td><td>0</td></tr></table> RESOLVED: PRB0054008 – As of 7:00 AM on August 25, 2026, Amazon Quick datasets are missing most agent data from 8/24/26 onward. Contact center users that use Amazon Quick reporting will not be able to view most of the agent data on contact center specific dashboards and reports that leverage Amazon Quick agent datasets, until the issue is resolved. Workaround: Contact center users can use Amazon Connect to access the latest agent data, until the issue is resolved. Details: The following datasets are missing most data from 8/24/26 onward: - Agent Event Dataset - Agent Non-Response Dataset - Agent Summary Dataset - Offline Reason by Agent Dataset Defect CA-304841 has been created to address the issue and to retrieve missing data. An update will be provided when additional information becomes available. As of 7:00 PM on August 27, 2026, the issue has been resolved with the deployment of Defect CA-304841. Contact center users will now be able to view agent data on contact center specific dashboards and reports. RESOLVED: PRB0054011 – As of 8:00 PM on August 25, 2026, CalSAWS is unable to process the August IEVS Nationwide Prisoner Match (NPM) and Fleeing Felon Match (FFM) files. Users will be unable to view or process the August IEVS Nationwide Prisoner Match (NPM) and Fleeing Felon Match (FFM) abstracts until the issue is resolved. The CalSAWS project team is actively investigating the issue and has created SCR CA-304911 for tracking. An update will be provided when the issue is resolved. As of 7:14 PM on August 27, 2026, Defect fix for CA-304911 has been deployed to production. The subsequent batch cycle completed successfully and processed all the pending files. Users are now able to view and process the August IEVS Nationwide Prisoner Match (NPM) and Fleeing Felon Match (FFM) abstracts.	Application Type	Total Paystubs	Re-processed	Error	Remaining	Submitted	6,039	5,792	247	0	In-flight	2,984	2,847	137	0
Application Type	Total Paystubs	Re-processed	Error	Remaining												
Submitted	6,039	5,792	247	0												
In-flight	2,984	2,847	137	0												

TOPIC	HIGHLIGHTS FOR THE REPORTING PERIOD
	▪ RESOLVED: 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 selected 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 deployment to production on Thursday August 27, 2026. An update will be provided when the issue is resolved. As of 7:14 PM on August 27, 2026, Defect fix for CA-303737 has been deployed to production. Users are no longer experiencing intermittent UEID errors when printing forms. ▪ RESOLVED: PRB0054022 – As of 11:35AM on August 31, 2026, Siskiyou County users at the 818 S Main St, Yreka site are unable to access CalSAWS and associated systems due to a power outage. Siskiyou County users at the Yreka site will experience issues accessing CalSAWS and associated systems until the issue is resolved. The CalSAWS project team is actively monitoring updates from the utility provider. An update will be provided when additional information becomes available. Update: Power at the Yreka 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 2:38 PM on August 31, 2026, the issue has been resolved. Power at the Yreka site has been restored by the utility provider and users are able to access CalSAWS and associated systems. ▪ RESOLVED: PRB0054031 – As of 4:15 PM on August 31, 2026, Robotic Process Automation (RPA) solution was unavailable. EBT and BIC Card replacement tasks processed by the Robotic Process Automation (RPA) solution were delayed and are being processed. This issue also impacted the Santa Clara Worker Assignment processing solution. As of 8:56 AM on September 01, 2026, the issue has been resolved. The project team has restored impacted services. RPA bots are now processing tasks. ▪ RESOLVED: PRB0054035 – As of 10:40 AM on September 01, 2026, CalSAWS users are receiving UEID error when attempting to generate GA/GR Automated Solution NOAs. Users will be unable to generate and print GA/GR NOAs until the issue is resolved. The CalSAWS project team is actively investigating the issue. An update will be provided when the issue is resolved. As of 12:32 PM on September 01, 2026, the issue has been resolved. Users are able to generate and print GA/GR NOAs.

TOPIC	HIGHLIGHTS FOR THE REPORTING PERIOD
	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 displaying 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. Update: The BenefitsCal project team has identified the issue where certain scenarios could result in the client's pay frequency being defaulted to "Monthly". The team is actively working on a resolution and will coordinate with the Truv vendor to validate the results. Defect CSPM-85137 is targeted for deployment to production on Thursday, September 3, 2026. Application lists for the impacted counties have been uploaded to each county's secure document folder on the CalSAWS Communication Portal: Communication & Resources > County Secured Documents > County Name > BenefitsCal > SCRs&Lists > 2026 An update will be provided when the issue is resolved. RESOLVED: PRB0054042 – As of 6:00 AM on September 02, 2026, The Issued Valuable Inventory Report is not being refreshed with the latest data. The report was last refreshed on the morning of September 1, 2026. The latest data for the Issued Valuable Inventory Report will not be available until the issue is resolved. The CalSAWS project team is actively investigating the issue. An update will be provided when the issue is resolved. As of 11:18 AM on September 02, 2026, the issue has been resolved. Users are now able to view the latest version of the Issued Valuable Inventory Report. RESOLVED: PRB0054048 – As of 11:00 AM on September 02, 2026, Users are experiencing intermittent issues accessing Apex or while: Executing queries in Apex workshop Running and/or downloading Apex reports Users will experience access issues intermittently with Apex until the issue is resolved. The project team is actively working with Oracle to resolve the issue. An update will be provided when additional information

TOPIC	HIGHLIGHTS FOR THE REPORTING PERIOD
	becomes available. As of 7:30 PM on September 02, 2026, the issue has been resolved. Users are no longer experiencing intermittent issues accessing Apex, including executing queries and running/downloading reports. ▪ RESOLVED: PRB0054053 – As of 7:30 AM on September 03, 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. Update: The EBT vendor, FIS, is experiencing issues with Host-to-Host interface transactions. Transaction response time is running higher than normal. The CalSAWS project team is actively working with the FIS vendor. An update will be provided as additional information becomes available. As of 8:45 AM on September 03, 2026, the issue has been resolved by the FIS project team. Users are no longer experiencing slowness and intermittent error messages while performing EBT transactions in CalSAWS.
Maintenance/ Deployments	▪ 09/06/2026: Maintenance – CalSAWS Production Maintenance ▪ 09/06/2026: Maintenance – CalSAWS Ad-Hoc Reporting Database ▪ 09/04/2026: Deployment – Priority Release 26.09.04 (CHG0061101) ▪ 09/03/2026: Deployment – Priority Release 26.09.03 (CHG0061278) ▪ 09/02/2026: Maintenance – CalSAWS APEX Application ▪ 08/31/2026: Deployment – Priority Release 26.08.31 (CHG0061216) ▪ 08/28/2026: Maintenance – Maintenance – IAM (ForgeRock) Maintenance ▪ 08/28/2026: Deployment – Priority Release 26.08.28 (CHG0061165) ▪ 08/27/2026: Deployment – Priority Release 26.08.27 (CHG0061079) ▪ 08/26/2026: Deployment – Priority Release 26.08.26 (CHG0061101)
	▪ Six (6) Production Deployments during this reporting period. ▪ One Hundred nine (109) 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	Infrastructure Services Plan - Appendix I Capacity Management Plan	Update in Progress	Submit DDEL 10/22

DEL #	DELIVERABLE NAME	STATUS	NEXT DEADLINE
I-D02	Infrastructure Services Plan - Appendix K Performance Monitoring & Alerting Plan	Update in Progress	Submit DDEL 10/15
I-D02	Infrastructure Services Plan: Appendix F - CalSAWS System Operations Plan	Update in Progress	Submit DDEL 10/1
I-D02	Infrastructure Services Plan - Appendix H - Configuration Management Plan	Update in Progress	Submit DDEL 10/1
I-D07	Technology Infrastructure Refresh Plan	Update in Progress	Submit DDEL 10/1

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 0151-26 Scheduled Downtime Notification – 09/20/2026	1	08/26/2026
Scheduled CalSAWS Maintenance	CalSAWS Broadcast >> Scheduled CalSAWS Maintenance >> CalSAWS APEX Application – 09/13/2026, 8:00 AM to 2:00 PM	9	09/03/2026
	CalSAWS Broadcast >> Scheduled CalSAWS Maintenance >> CalSAWS APEX Application – 09/02/2026, 6:30 PM to 7:30 PM		09/02/2026
	CalSAWS Broadcast >> Scheduled Maintenance >> September 2026 Training Production Refresh - 09/4/2026 6:00 PM to 9/6/2026 6:00 PM		08/31/2026
	Cancelled - CalSAWS Broadcast >> Scheduled CalSAWS Maintenance - Monday - 9/7/2026, 6:00 AM to 2:00 PM		08/31/2026

CATEGORIES	SUBJECT	COUNT	Distribution Date (s)
	Cancelled - CalSAWS Broadcast >> Scheduled CalSAWS Maintenance – AdHoc Reporting Database - Monday - 9/7/2026, 2:00 PM to 6:00 PM		08/31/2026
	CalSAWS Broadcast >> Scheduled CalSAWS Maintenance - Monday - 9/7/2026, 6:00 AM to 2:00 PM		08/28/2026
	CalSAWS Broadcast >> Scheduled CalSAWS Maintenance – AdHoc Reporting Database - Monday - 9/7/2026, 2:00 PM to 6:00 PM		08/28/2026
	CalSAWS Broadcast >> Scheduled CalSAWS Maintenance - Sunday - 9/6/2026, 6:00 AM – 2:00 PM		08/28/2026
	CalSAWS Broadcast >> Scheduled CalSAWS Maintenance – AdHoc Reporting Database - Sunday - 9/6/2026, 2:00 PM to 6:00 PM		08/28/2026
Scheduled BenefitsCal Maintenance	CalSAWS Broadcast >> Scheduled BenefitsCal Maintenance - 09/3/2026, 8:00 PM – 10:00 PM	1	09/03/2026
Scheduled EBT Maintenance	None		
CalSAWS County Executive Communications	Resolved – CalSAWS County Executive Communication – Siskiyou County - Yreka Site - Power Outage	4	09/01/2026
	Update – CalSAWS County Executive Communication – Siskiyou County - Yreka Site - Power Outage		08/31/2026
	New – New - CalSAWS County Executive Communication – Siskiyou County - Yreka Site - Power Outage		08/31/2026
	Resolved – Resolved - CalSAWS County Executive Communication – Sierra County - Downieville Site - CalSAWS Access Issue - Local Internet Outage		08/25/2026
Issue Notification	Resolved – PRB0054048 Resolved – PRB0054053 Update – PRB0054053 New – PRB0054053 ---	23	09/03/2026 09/03/2026 09/03/2026 09/03/2026 ---

CATEGORIES	SUBJECT	COUNT	Distribution Date (s)
	Resolved – PRB0054042		09/02/2026
	New – PRB0054048		09/02/2026
	New – PRB0054042		09/02/2026
	---		---
	Resolved – PRB0053906		09/01/2026
	Update – PRB0053954		09/01/2026
	Resolved – PRB0054035		09/01/2026
	New – PRB0054035		09/01/2026
	Resolved – PRB0054022		09/01/2026
	Resolved – PRB0054031		09/01/2026
	---		---
	Update – PRB0053954		08/31/2026
	New – PRB0054022		08/31/2026
	---		---
	Resolved – PRB0053898		08/28/2026
	Resolved – PRB0054011		08/28/2026
	Resolved – PRB0054008		08/28/2026
	---		---
	Update#2 – PRB0053906		08/27/2026
	New – PRB0054011		08/27/2026
	---		---
	New – PRB0054008		08/26/2026
	---		---
	Update#2 – PRB0053906		08/25/2026
	Resolved – PRB0053981		08/25/2026
Priority Release Requests for Approval	Priority Release 26.09.04 (CHG0061101)	6	09/04/2026
	Priority Release 26.09.03 (CHG0061278)		09/03/2026
	Priority Release 26.08.31 (CHG0061216)		08/31/2026
	Priority Release 26.08.28 (CHG0061165)		08/28/2026
	Priority Release 26.08.27 (CHG0061079)		08/27/2026
	Priority Release 26.08.26 (CHG0061101)		08/26/2026

CATEGORIES	SUBJECT	COUNT	Distribution Date (s)
Informational Alert	CalSAWS Informational Alert >> CalFresh - ABAWD 26.09 One-pagers	7	09/02/2026
	CalSAWS Informational Alert >> Updated CalSAWS Password Requirement		09/01/2026
	CalSAWS Informational Alert >> Release 26.07 Truv Updates		09/01/2026
	CalSAWS Informational Alert >> No CalSAWS Batch Operations and Helpdesk Support on 9/7/2026 - Labor Day Holiday		08/31/2026
	Rescheduled - CalSAWS Informational Alert >> Updated CalSAWS Password Requirement		08/27/2026
	CalSAWS Informational Alert >> CalFresh ABAWD 26.09 Change Impacts Resource Package		08/27/2026
	Reminder - CalSAWS Informational Alert >> Updated CalSAWS Password Requirement		08/26/2026
CalSAWS	Daily Health Report	10	09/04/2026 09/03/2026 09/02/2026 09/01/2026 08/31/2026 08/28/2026 08/27/2026 08/26/2026 08/25/2026 08/24/2026

Table 3.1-2: Enhanced Communications

CATEGORY	SUBJECT	COUNT	DISTRIBUTION DATE (s)
None			

3.2 Planned Outages

The following table lists the planned outage communications.

Table 3.2-1: Planned Outage Communications

SYSTEM	PURPOSE	TIMEFRAME	IMPACT	CIT DATE	CALSAWS BROADCAST DATE
CalSAWS	CalSAWS Release 26.09	09/20/2026 6:00 AM to 1:00 PM	CalSAWS users will be redirected to a read-only version during the outage.	CIT 0151-26 08/26/2026	
CalSAWS	CalSAWS APEX Application	09/13/2026 8:00 AM to 2:00 PM	CalSAWS APEX application will be unavailable during this time.		09/03/2026
CalSAWS	CalSAWS Maintenance	09/07/2026 6:00 AM to 2:00 PM	Cancelled – No Impact		Cancelled 08/31/2026 8/28/2026
CalSAWS Ad hoc Reporting	CalSAWS Ad hoc Reporting Database maintenance	09/07/2026 2:00 PM to 6:00 PM	Cancelled – No Impact		Cancelled 08/31/2026 8/28/2026
CalSAWS	CalSAWS Maintenance	09/06/2026 6:00 AM to 2:00 PM	CalSAWS users will be redirected to a read-only version during the outage.	CIT 0147-26 08/18/2026	8/28/2026
CalSAWS Ad hoc Reporting	CalSAWS Ad hoc Reporting Database maintenance	09/06/2026 2:00 PM to 6:00 PM	CalSAWS Ad hoc Reporting will be unavailable during this time.	CIT 0147-26 08/18/2026	8/28/2026
CalSAWS	Training Production Refresh	09/4/2026 6:00 PM to 9/6/2026 6:00 PM	Training Production Environment will be unavailable during this time.		08/31/2026
BenefitsCal	BenefitsCal Release 26.09.03	09/03/2026 8:00 PM to 10:00 PM	BenefitsCal will be unavailable during this time.		09/03/2026
CalSAWS	CalSAWS APEX Application	09/2/2026 6:30 PM to 7:30 PM	CalSAWS APEX application will be unavailable during this time.		09/02/2026

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
0151-26	Scheduled Downtime Notification – 09/20/2026	Informational	08/26/2026	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

ID	DESCRIPTION	STATUS
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 1487	Asset Limits and LTC-PETI Forms and NOAS	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

ID	DESCRIPTION	STATUS
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
SCERFRA 26-507	BenefitsCal Income Verification Service	Completed
SCERFRA 26-508	Revised SAR 2	Completed

ID	DESCRIPTION	STATUS
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 26-534	CWS-CARES and CalSAWS Interface - Services Extension	Discovery & Assessment
SCERFRA 26-535	Immunization Forms Revision Efforts	Discovery & Assessment
SCERFRA 26-539	CalFresh Minimum Nutrition Benefit Pilot Program	Discovery & Assessment
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

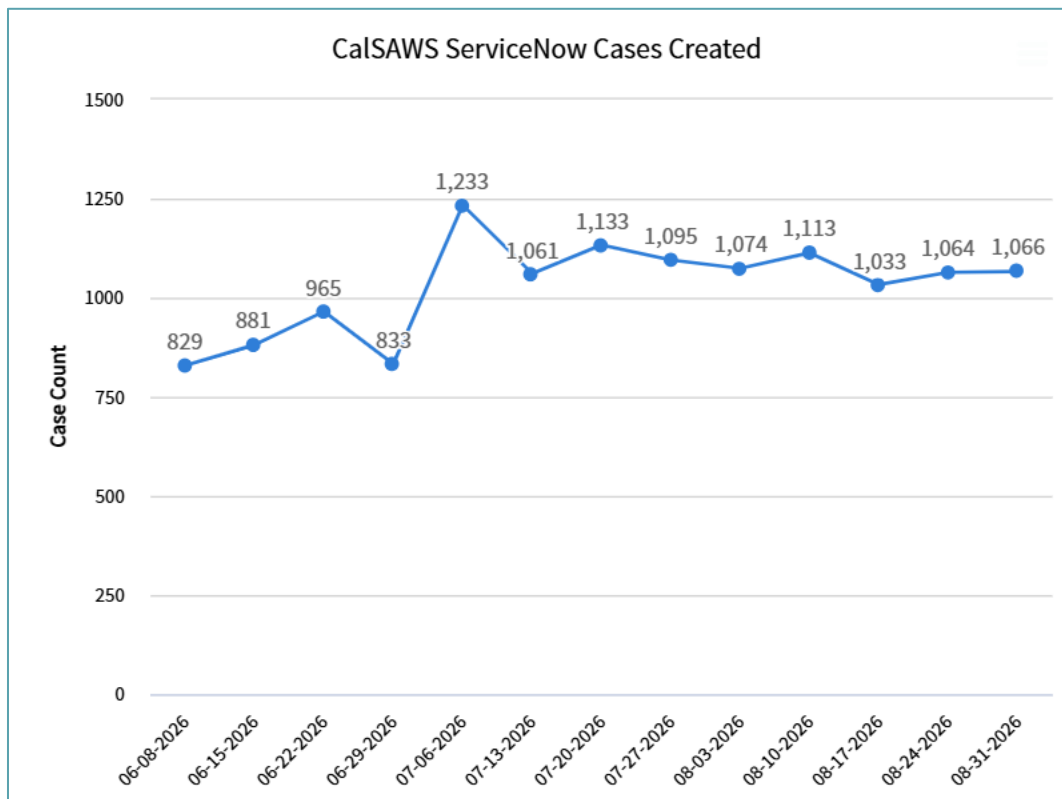


Figure 4.1.1: CalSAWS ServiceNow Cases per Week Created

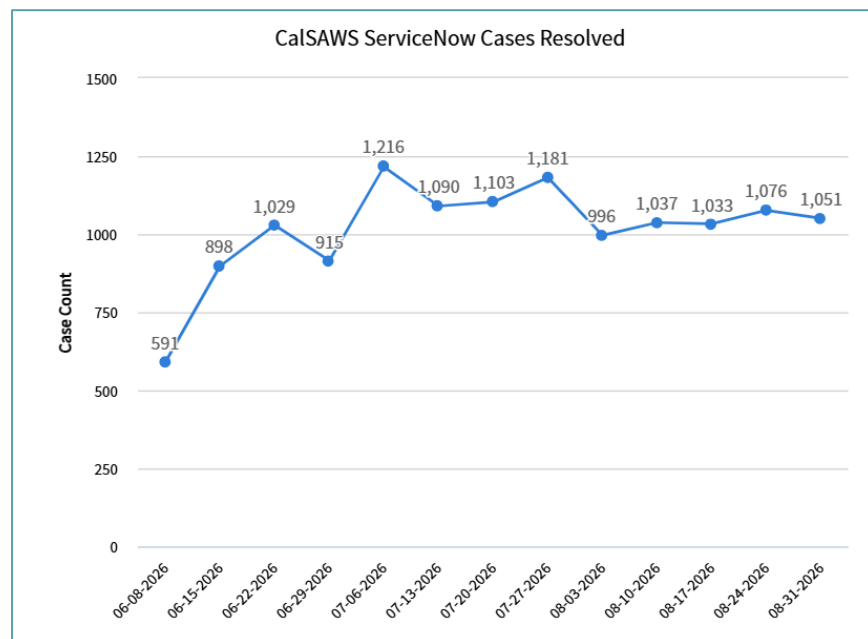


Figure 4.1.1-4.1.2: CalSAWS ServiceNow Cases per Week Resolved

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.

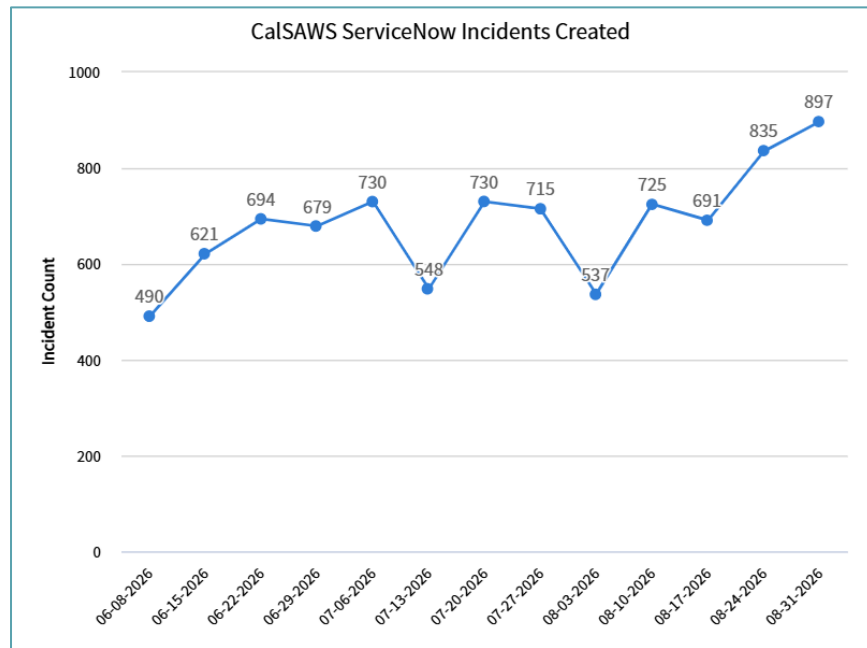


Figure 4.1.3: CalSAWS ServiceNow Incidents Created

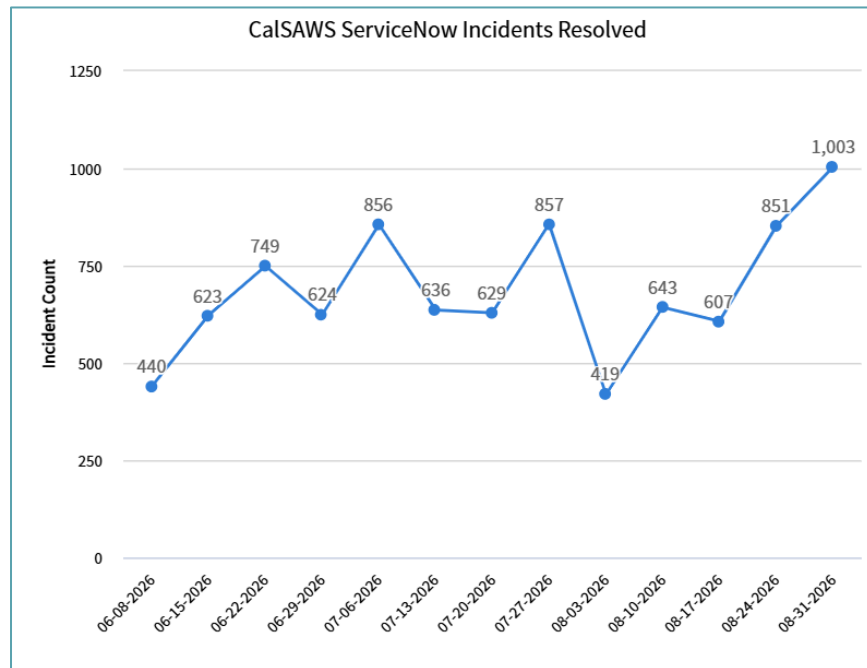


Figure 4.1.1-4.1.4: CalSAWS ServiceNow Incidents Resolved

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.

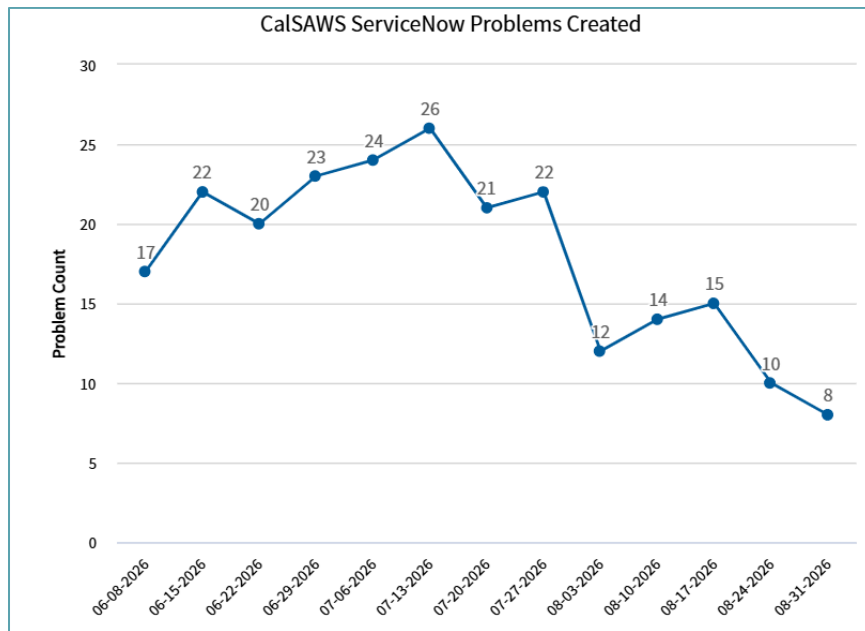


Figure 4.1.1-4.1.5: CalSAWS ServiceNow Problems Created

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.

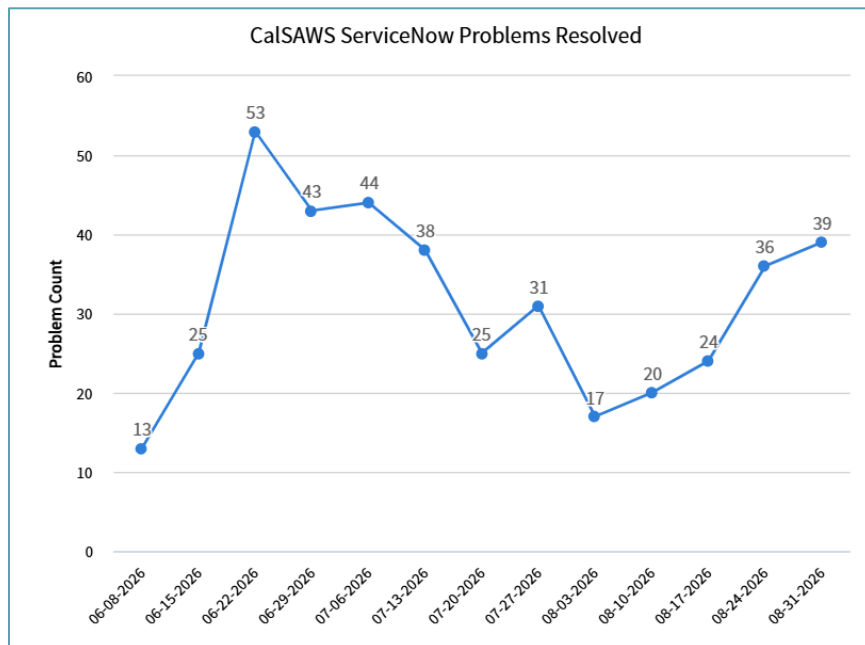


Figure 4.1.1-4.1.6: CalSAWS ServiceNow Problems Resolved

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	8	41	6	2	8	2	11	3	81
IN PROGRESS	5	90	17	33	45	30	73	21	314
ON HOLD	0	61	43	65	79	102	94	35	479
RESOLVED	34	470	544	484	238	114	52	14	1950
CLOSED	17	9	4	54936	108338	19217	13285	3729	199535
PROBLEM IN DIAGNOSIS	0	0	0	1	0	0	0	1	2
TOTAL	64	671	614	55521	108708	19465	13515	3803	202361

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.

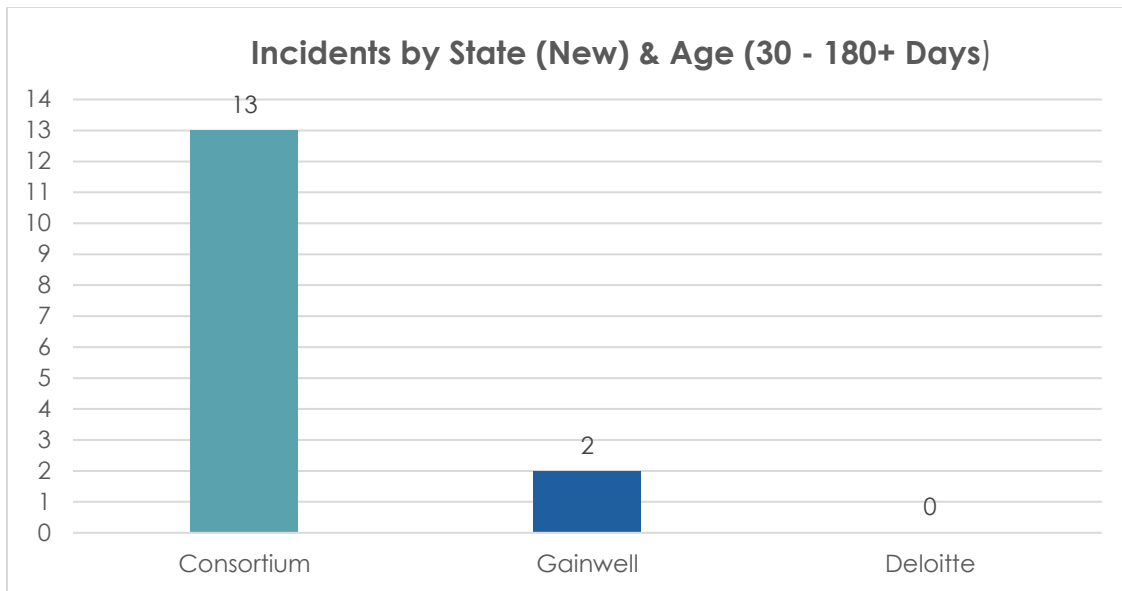


Figure 4.1.1-4.1.7: CalSAWS ServiceNow Incidents by State (New) and Age (30 – 180+ Days)

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

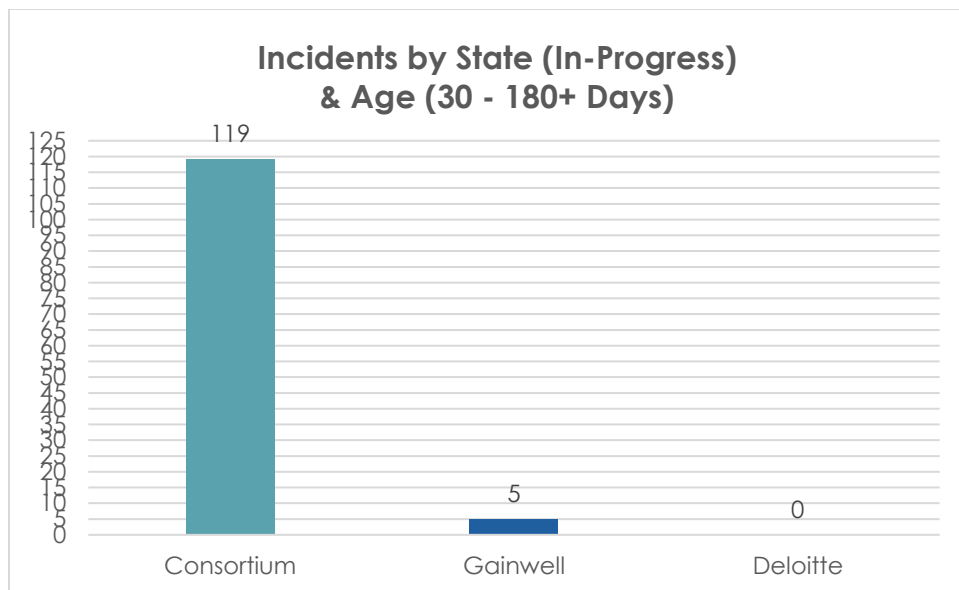


Figure 4.1.1-4.1.8: CalSAWS ServiceNow Incidents by State (In progress) and Age (30 – 180+ Days)

ORGANIZATION	SERVICE DESK INCIDENTS	INFRASTRUCTURE INCIDENTS	TOTAL INCIDENTS
Consortium	119	0	119
Gainwell	5	0	5
Deloitte	0	0	0
Total	124	0	124

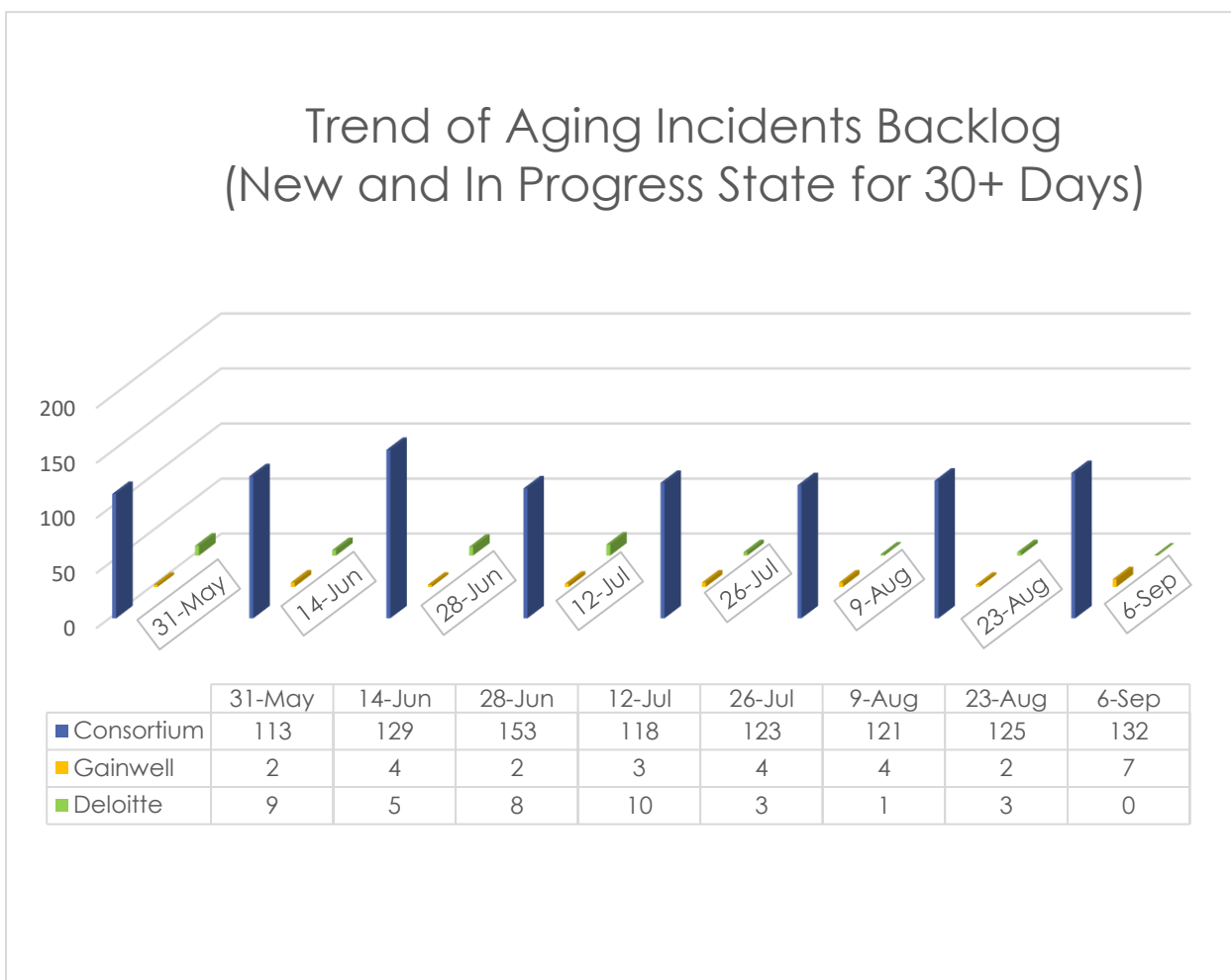


Figure 4.1.1-4.1.9: Aging Incident Backlog

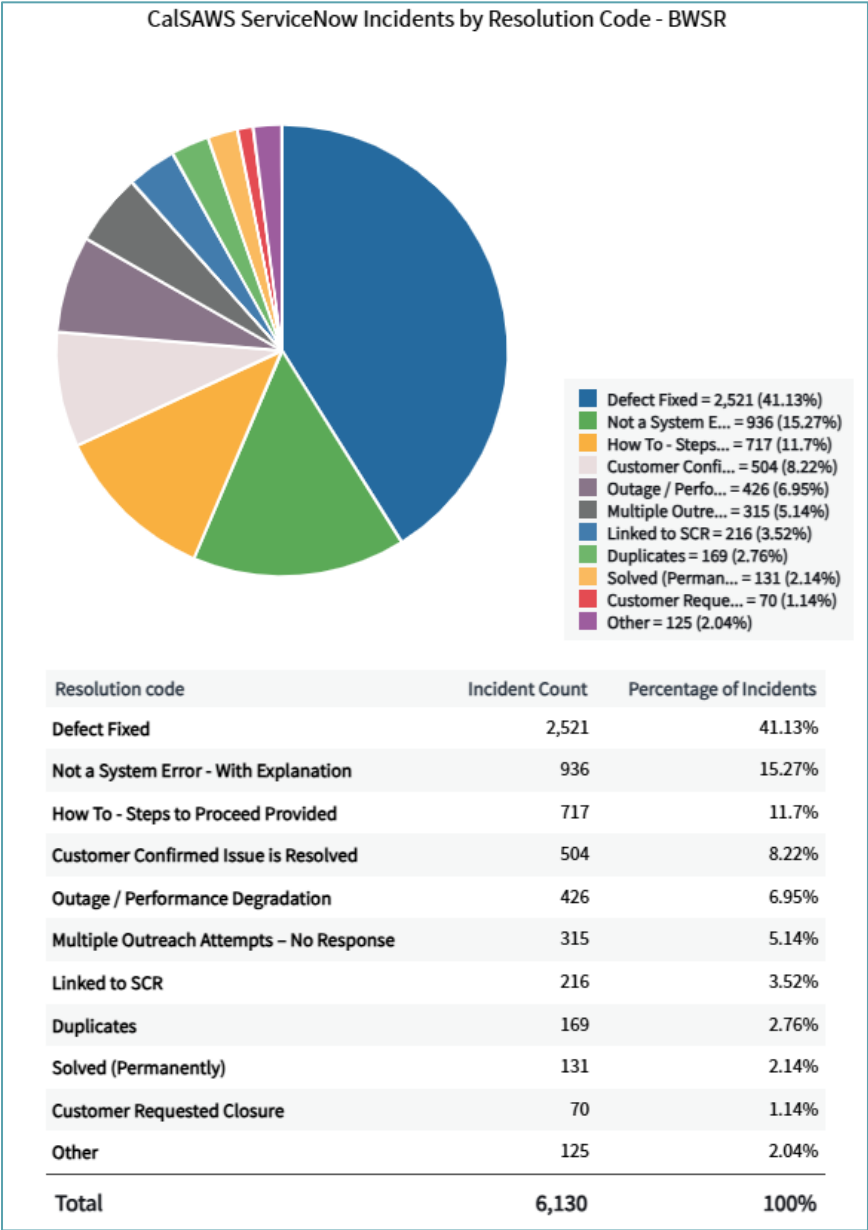


Figure 4.1.10: CalSAWS ServiceNow Incidents by Resolution Code

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

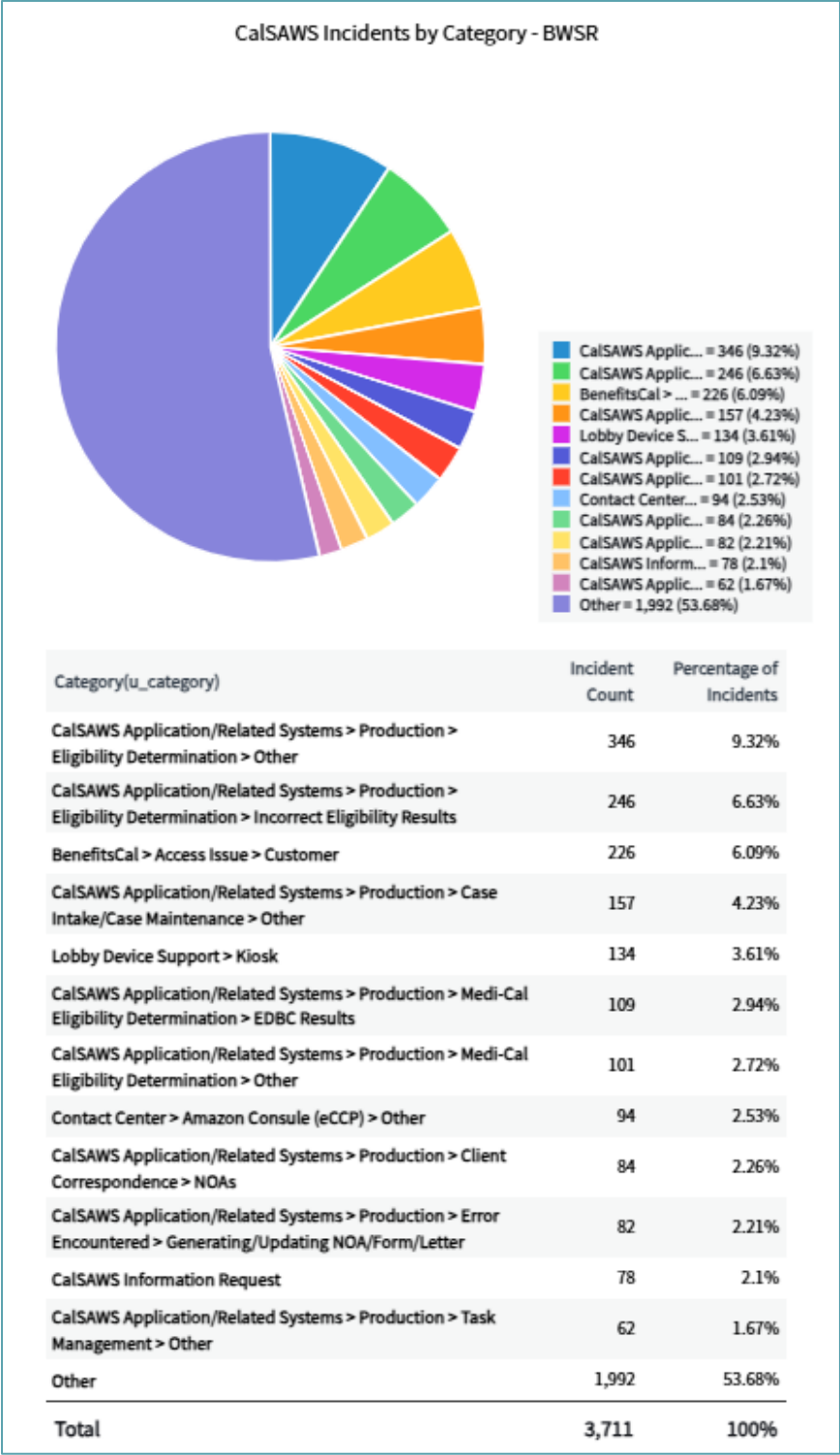


Figure 4.1.11: CalSAWS ServiceNow Incidents Created by Category

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 incidents.

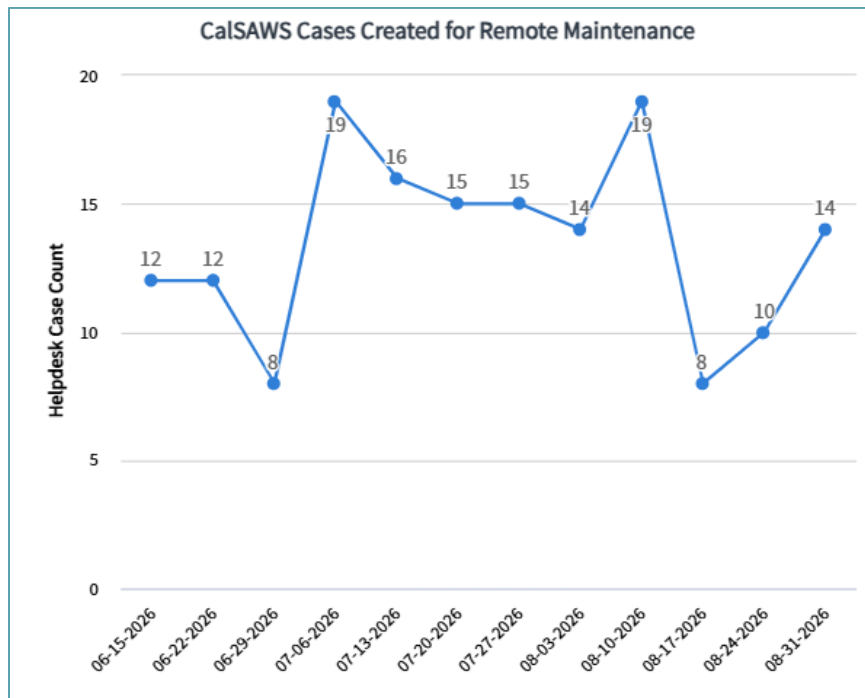


Figure 4.1.12: CalSAWS ServiceNow Cases Created for Remote Maintenance

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 September month-to-date (MTD) is 99.70%.

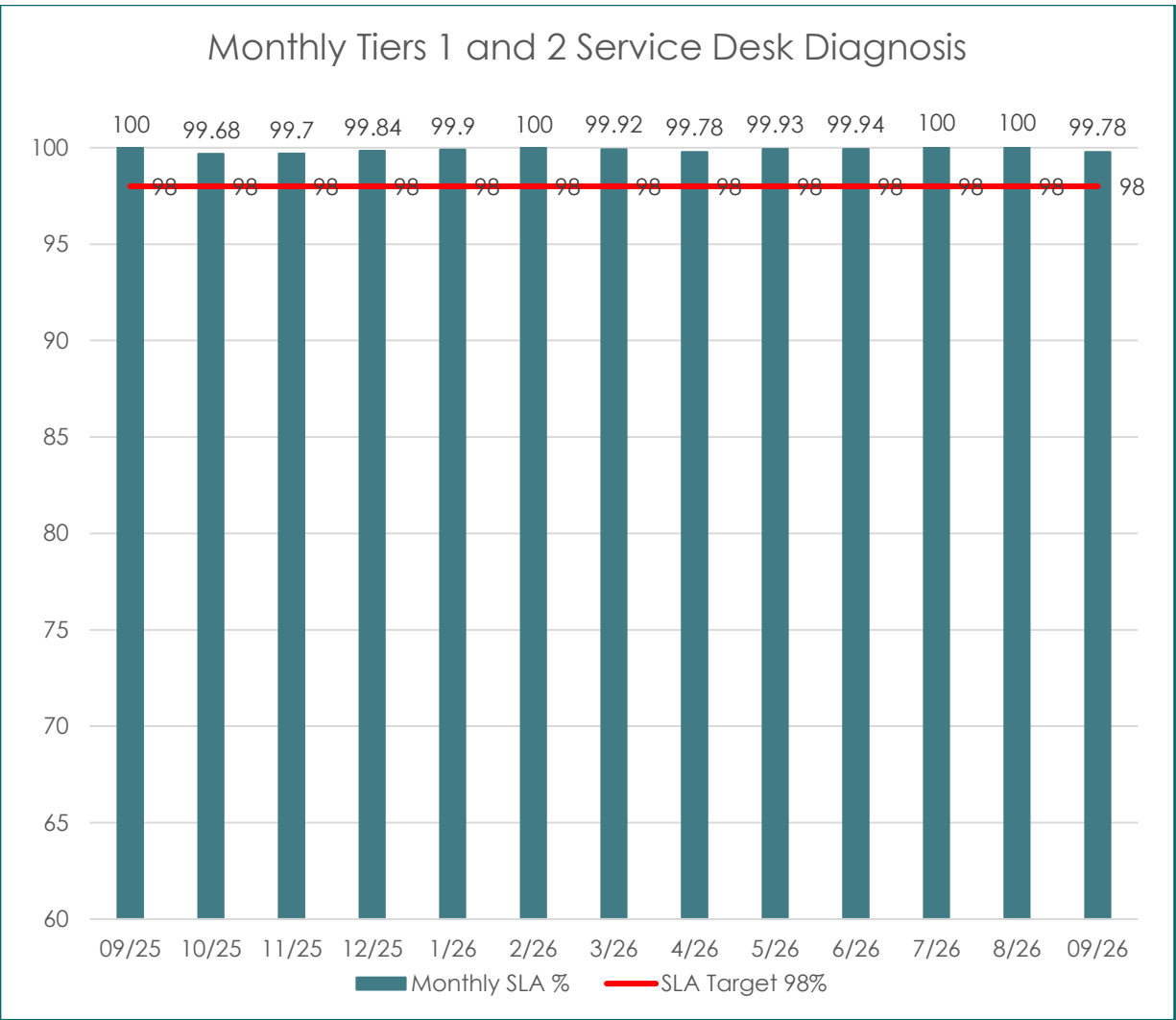


Figure 4.1.13: CalSAWS Monthly Tiers 1 and 2 Service Desk Diagnosis SLA Compliance

The following figure represents the number of incidents that the SLA missed each month. One incident missed the SLA in September MTD.

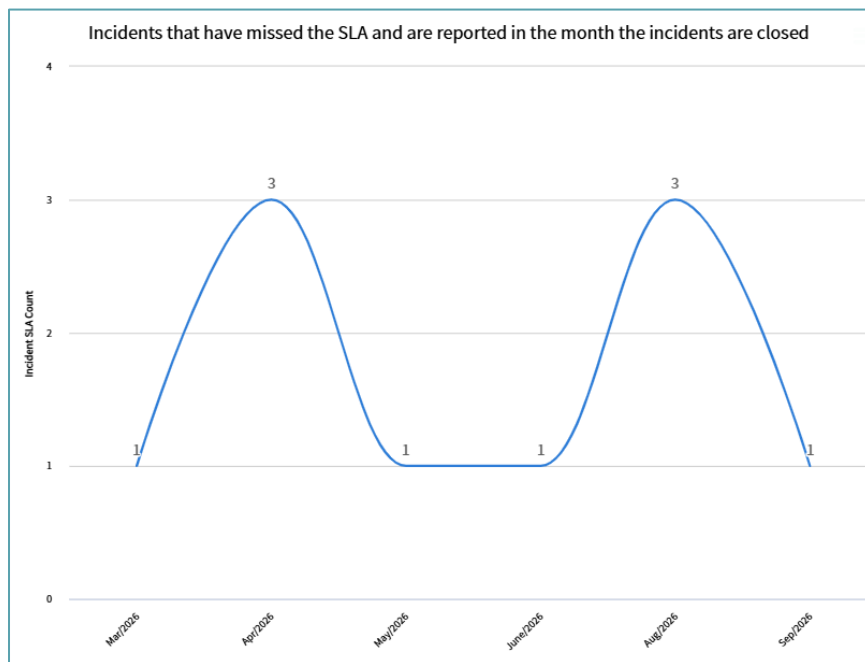


Figure 4.1.14: Incidents that have missed the Service Level Agreement (SLA) in their respective months

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. 1 closed incident missed the SLA in September MTD.

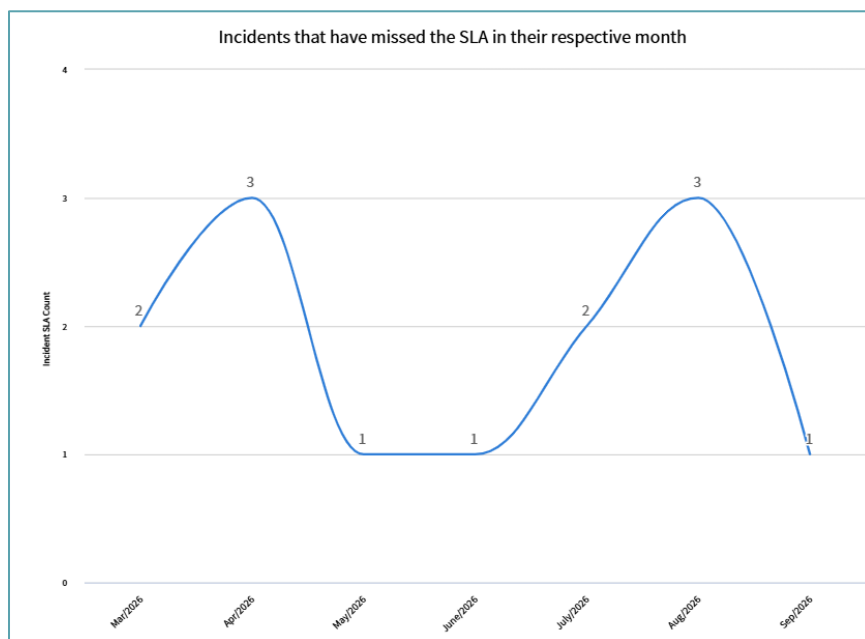


Figure 4.1.15: Incidents that have missed the SLA and reported in the month incidents are closed.

4.1.2 BenefitsCal Technical Service Desk Metrics

Information related to the BenefitsCal Technical Service Desk follows.

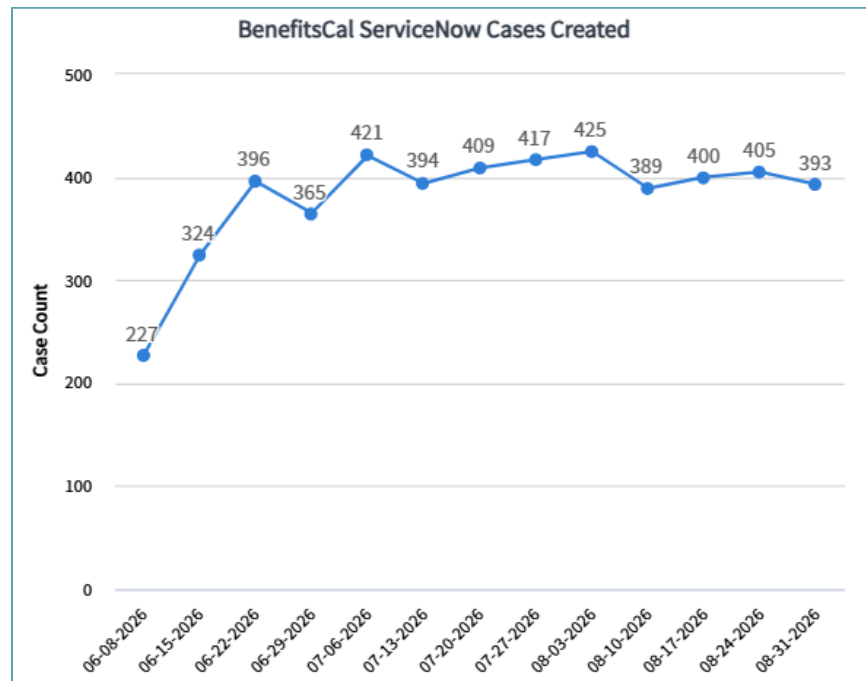


Figure 4.1.2-4.1.16: BenefitsCal ServiceNow Cases Created

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.

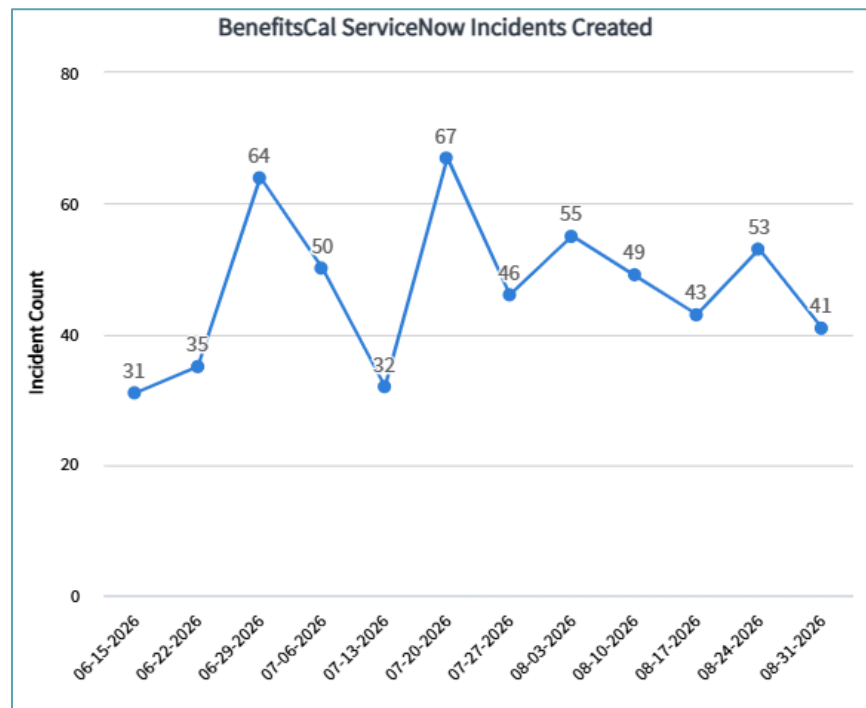


Figure 4.1.2-4.1.17: BenefitsCal ServiceNow Incidents Created

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.

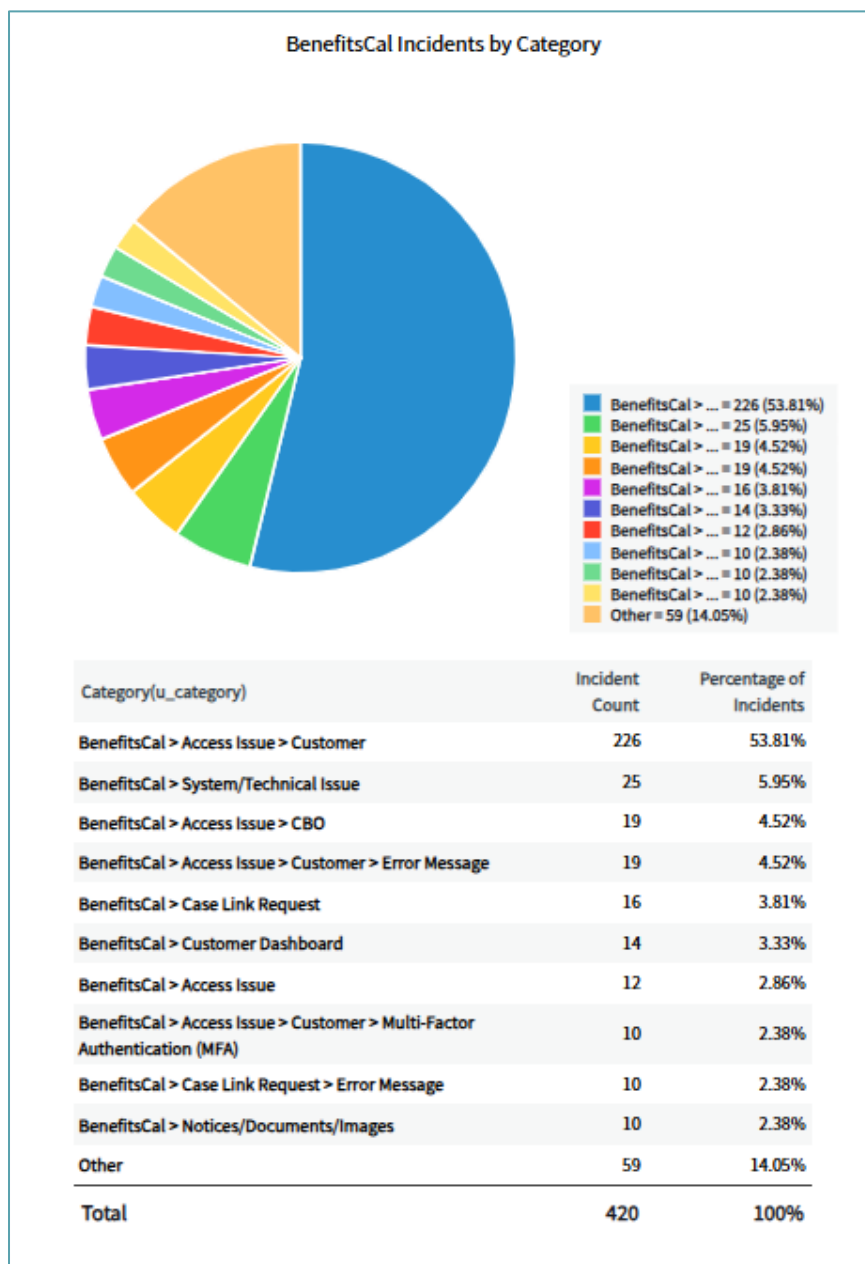


Figure 4.1.2-4.1.18 BenefitsCal ServiceNow Incidents Created by Category

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
434	CalSAWS Access Issue - Project Staff Through VPN (TPx)	08/20/2026	External – TPx

4.2 Production Defect Backlog

The following table lists open Infrastructure production defects.

Table 4.2-1: Infrastructure Production Defect Summary

	DEFECT COUNT
Infra Cloud Ops	1
Infra Contact Center	21
Infra DBA	2
Infra GAGR (Client Correspondence)	4
Infra Middleware	1
Infra ServiceNow	9
Infra Tech Arch	1
Infra Tools	1
Total	40

Table 4.2-2: Infrastructure Production Defects

Jira ID	Created	Infra Team	Description	Status
CA-305263	09/04/2026	Infra GAGR	GAGR service throwing errors post 26.09.03 code deployments	System Test
CA-305224	09/03/2026	Infra Contact Center	Shasta - CCP Security Profile in Connect is Missing Dashboard Access	System Test
CA-305198	09/03/2026	Infra Contact Center	Closed Prompt Needs to be Updated	System Test
CA-305062	09/01/2026	Infra DBA	Issuances Threads JB00F4XX ran longer on 08/31 batch run	New
CA-305043	08/31/2026	Infra Contact Center	No LADCFS Data in Quick Reports for Agent Detail Dataset	System Test

Jira ID	Created	Infra Team	Description	Status
CA-304984	08/28/2026	Infra Contact Center	Call Log page does not load when navigating eCCP	Assigned
CA-304952	08/27/2026	Infra Contact Center	Incorrect month on manual runs for LA CCB report lambda	New
GAGR-1052	08/25/2026	Infra GAGR (Client Correspondence)	Fresno: Rules/Regulations are not deleting properly when disassociated from a NOA via CC Maintenance	New
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
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	Test Complete
CA-304449	08/18/2026	Infra Contact Center	Data Mismatch Between Quick and Connect	In Development
CA-304415	08/17/2026	Infra Contact Center	Add session ID index for agent attendance table to prevent DB locks and update timeouts	Test Complete
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	Test Complete
CA-304052	08/07/2026	Infra Contact Center	Chat History in eCCP missing	Test Complete
NOW-1530	08/07/2026	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	Reopened
CA-303600	07/29/2026	Infra Contact Center	San Bernardino Callers without caller id are not going to Smart Routing	Test Complete
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 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

Jira ID	Created	Infra Team	Description	Status
CA-302981	07/13/2026	Infra Contact Center	San Bernardino Callers with Confirmed PH, Unsuccessful Auth Not Routing Correctly	Test Complete
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-299836	04/13/2026	Infra Contact Center	Calls on hold occasionally do not activate mute	Assigned
NOW-1489	04/06/2026	Infra ServiceNow	Performance Analytics visibility defect (breakdown related?)	Documenting
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-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-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	Test Complete
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
8/24/26	8/25/26	STANDARD - Weekly AWS AMI creation Change and Security Updates - Monday (Aug 24)
8/24/26	8/24/26	Standard Change: ForgeRock DEV DR Release 26.08.24
8/25/26	8/25/26	Standard Change: CalSAWS (Wordpress) Lower Environment Website Update
8/25/26	8/25/26	STANDARD - Weekly Linux Environment Patching – Tuesday 18:30 - 21:00 (Aug 25)
8/26/26	8/28/26	Cleanup unused autoscaling group, IMDSv2 for Instance and account level
8/26/26	8/28/26	Remediate SHIP Flagged Vulnerabilities in Coreapp Sandbox account
8/26/26	8/27/26	enable IMDSv2 for account level
8/26/26	8/28/26	Create Secrets for UT1_Nudge and UT2_Nudge
8/26/26	8/28/26	Enable IMDSv2 for EC2 Instances to remediate the SHIP vulnerability - Nonprod
8/26/26	9/2/26	LCA Call Summarization deployment for Santa Barbara county training account Group-2C
8/26/26	9/2/26	LCA Call Summarization deployment for Ventura county training account Group-2C
8/26/26	8/28/26	Cleanup unused ECS Task definitions (OCAT-Test)
8/26/26	9/2/26	LCA Call Summarization deployment for San Luis Obispo county training account Group-2C
8/26/26	8/28/26	Cleanup unused ECS Task definitions (OCAT-Stage)
8/26/26	8/27/26	Delete unused EBS volumes on Batch and FTP servers
8/26/26	8/30/26	Enable Private access to "AWS Code Build" projects as per the SHIP report & Delete the unused project - nonprod
8/26/26	8/28/26	Enable IMDSv2 for metadata options - GAGR PERF
8/26/26	8/28/26	Whitelist the URL ".searchunify.com" SOC offshore team to contact Qualys support for creating support case
8/26/26	9/3/26	Nudge Framework updates for Perf environment
8/26/26	9/2/26	Issue SSL Certificate for RPA Application

DATE (s)		ACTIVITY DESCRIPTION
8/26/26	8/27/26	Update Tag for AT Batch Scheduler EC2 Instance in Coreapp Development
8/26/26	8/26/26	STANDARD - Weekly Linux Environment Patching - Wednesday 18:30 - 22:30 (Aug 26)
8/26/26	8/28/26	Create NOC shared outbound calling number through a Teams Call Queue.
8/26/26	8/26/26	CalSAWS Priority Release 26.08.26
8/26/26	8/28/26	Create an Entra ID application with SCIM to support account-based licensing for Office Timeline Pro+ users.
8/26/26	8/28/26	Enable block public sharing setting SSM documents.
8/26/26	8/31/26	Aurora Mysql RDS database will be upgrade from 8.0.mysql_aurora.3.04.1 to 8.0.mysql_aurora.3.10 in coreapp-county
8/26/26	8/27/26	Enable NLB Cross-Zone Load Balancing and disable Client IP Preservation in coreapp-production-tools account
8/26/26	8/31/26	Aurora Mysql RDS database will be upgrade from 8.0.mysql_aurora.3.04.1 to 8.0.mysql_aurora.3.10 in coreapp-training
8/26/26	9/2/26	Migrate from Pinpoint service to End User Messaging service for sending SMS - coreapp-training
8/26/26	8/27/26	Friendly url testing for databricks-development workspace UI
8/26/26	9/1/26	Upgrade runtime of Java Lambda functions - GAGR UAT
8/26/26	8/30/26	Create additional Lambda and Event Bridge for LCA Solution in shared functions account - Prod
8/26/26	9/1/26	Enable Connectivity from Jenkins-RHEL8 Servers
8/26/26	8/28/26	Remediate security issues flagged by SHIP report - OCAT UAT, Train, Stage
8/26/26	8/28/26	Unused Security Group Cleanup Across Accounts
8/26/26	8/27/26	Delete unused EBS volumes on Batch scheduler and FTP servers in Prod and DR
8/26/26	8/26/26	Per CiS control id 4385 - removal of 2nd username from Gold River Wireless Controllers
8/26/26	8/27/26	RETRO: Arista will be verifying Certificates set to "Acquire" on Edges and Gateways have been changed to "Required."
8/27/26	9/2/26	Standard Change: ForgeRock Testing in SandBox Environment 26.08.27-26.09.02

DATE (s)		ACTIVITY DESCRIPTION
8/27/26	8/27/26	Merced County 24001 – Configure Switch Ports for APC UPS NMC3 cards Connectivity and Setup SolarWinds Monitoring
8/27/26	8/27/26	ECR: Migrate Microsoft Subscriptions per 2026 Renewal
8/27/26	8/27/26	Delete unused EBS volume on cTRef-MainDB1
8/27/26	8/27/26	Standard Change: ForgeRock AT Release 26.08.27
8/27/26	8/27/26	Standard Change: CalSAWS (WordPress) Production Website Plugin Updates
8/27/26	8/27/26	STANDARD - Weekly Linux Environment Patching – Thursday 18:30 -20:30 (Aug 27)
8/27/26	8/27/26	CalSAWS Priority Release 26.08.27
8/27/26	9/1/26	Devices management Certificates renewal for Ia3 exchange F5 load balancers
8/28/26	8/28/26	CA-303299 Sutter - Email Domain Name Change - Date TBD
8/28/26	8/28/26	Standard Change: ForgeRock AT DR Release 26.08.28
8/28/26	8/28/26	Update Web site cert (cswcmg001.calsaws.org) in PROD
8/28/26	8/28/26	Standard Change: ForgeRock Staging Environment Build 26.08.27
8/28/26	8/28/26	Standard Change: ForgeRock Dev Release 26.08.28
8/28/26	8/28/26	STANDARD - Weekly Linux Environment Patching – Friday 18:30 -22:30 (Aug 28)
8/28/26	8/28/26	CalSAWS Priority Release 26.08.28
8/28/26	9/3/26	Upgrade SonarQube in coreapp-development from 9.9.6 to 26.7
8/28/26	8/29/26	Security Production Release 26.08.28
8/29/26	8/31/26	coreapp-production-tools : Upgrade Bitbucket from LTS 10.2.2 to LTS 10.2.5
8/29/26	8/29/26	coreapp-prod, coreapp-training, and coreapp-county: Upgrade Jenkins from 2.555.2 to 2.568.1 LTS
8/29/26	8/30/26	July 2026 Oracle DB RU 19.32.0.0.0 patching on Assembly Test and System Test Databases
8/29/26	8/29/26	STANDARD - Weekly Linux Environment Patching – Saturday 13:30 - 23:00 (Aug 29)
8/30/26	8/31/26	Upgrade Dynatrace OneAgent Version on Production Static Linux Servers
8/30/26	8/30/26	Security DR Production Release 26.08.30
8/30/26	8/30/26	Terminate ForgeRock PROD Non-Live Stack EC2 Instances

DATE (s)		ACTIVITY DESCRIPTION
8/31/26	9/1/26	STANDARD - Weekly AWS AMI creation Change and Security Updates - Monday (Aug 31)
8/31/26	8/31/26	Standard Change: ForgeRock DEV DR Release 26.08.31
8/31/26	8/31/26	CalSAWS Priority Release 26.08.31
9/1/26	9/1/26	Standard Change: CalSAWS (Wordpress) Lower Environment Website Update
9/1/26	9/1/26	STANDARD - Weekly Linux Environment Patching – Tuesday 18:30 - 21:00 (Sep 1)
9/2/26	9/4/26	SHIP Report Cleanup: Enable IMDSv2 Support for EC2 Instance - forgerock-staging
9/2/26	9/2/26	ECR: Apex production database PAPXSAWS CATPROC upgrade to have in VALID State
9/2/26	9/2/26	Modify group policy for the Enable user controls over installs setting
9/2/26	9/2/26	Modify group policy for the "Do not display the password" reveal button setting
9/2/26	9/3/26	Exclude "Rachel Hernandez - HernandezR@CalSAWS.org" from Microsoft Defender "CalSAWS Anti-Spam Outbound Policy"
9/2/26	9/3/26	SHIP Report Cleanup: Remove public access from SNS Topic Policy in coreapp-sandbox (883685621503)
9/2/26	9/4/26	Establish connectivity to Development Artifactory from Q Linux servers
9/2/26	9/4/26	Decommission Unused Lambdas in Contact Center Nonproduction Account - nonprod
9/2/26	9/4/26	SHIP Report Cleanup: Enable IMDSv2 Support for EC2 Instance - coreapp-staging
9/2/26	9/4/26	CSPM Report Cleanup: Decommission unused resources in Coreapp-Sandbox-Network (335629769328)
9/2/26	9/2/26	Update Web site cert (AWSDEP001.AD.CALSAWS.org) in PROD
9/2/26	9/4/26	Upgrade CEP Lambda Function Runtime to Python 3.13 in 15 Contact Center Nonproduction Accounts
9/2/26	9/4/26	Increase Capacity on EBS Volumes for AWSPRF001-008 in coreapp-production-tools (#271562797580)
9/2/26	9/2/26	STANDARD - Weekly Linux Environment Patching - Wednesday 18:30 - 22:30 (Sep 2)
9/2/26	9/3/26	In-Place Upgrade of BR1 BICsuite server from RHEL 8.10 to 9.8
9/2/26	9/4/26	Create new secrets for RPA_TASK in CoreApp Prod - DR

DATE (s)		ACTIVITY DESCRIPTION
9/2/26	9/4/26	CSPM Report Cleanup: Update Resource Base Policy to "predictive-handling-report-email-send" Lambda function - training
9/2/26	9/5/26	SHIP Report Cleanup: Enable IMDSv2 Support for EC2 Instances - coreapp-prod
9/2/26	9/4/26	SHIP Report Cleanup: Enable IMDSv2 Support for EC2 Instances - coreapp-production-network
9/2/26	9/4/26	SHIP Report Cleanup: Enable IMDSv2 Support for EC2 Instances - coreapp-production
9/2/26	9/4/26	Allow new Adobe IPs via Global Protect VPN
9/2/26	9/4/26	Update the Adobe-prefix-list with new Adobe IP's
9/2/26	9/4/26	Shut Down and Decommission staging Databases
9/3/26	9/3/26	Standard Change: ForgeRock AT Release 26.09.03
9/3/26	9/3/26	Standard Change: CalSAWS (WordPress) Production Website Plugin Updates
9/3/26	9/3/26	Standard Change: ForgeRock Staging Environment Build 26.09.03
9/3/26	9/3/26	STANDARD - Weekly Linux Environment Patching – Thursday 18:30 -20:30 (Sep 3)
9/3/26	9/3/26	CalSAWS Priority Release 26.09.03
9/3/26	9/3/26	ServiceNow Release 2026.09.03
9/3/26	9/4/26	Update NPS Extension for Azure MFA Cert (AWSRAD002.calaces.org)
9/3/26	9/3/26	Upgrade Vacaville Cisco FTD HA Pair VACAFW001 and VACAFW002 from 7.4.4 to 7.4.7
9/4/26	9/4/26	CalSAWS Priority Release 26.09.04
9/4/26	9/4/26	Standard Change: ForgeRock AT DR Release 26.09.04
9/4/26	9/4/26	Standard Change: ForgeRock Dev Release 26.09.04
9/4/26	9/4/26	STANDARD - Weekly Linux Environment Patching – Friday 18:30 -22:30 (Sep 4)
9/4/26	9/6/26	Enable IMDSv2 for EC2 Instances to remediate the SHIP vulnerability - Prod
9/5/26	9/5/26	Update Web site cert (AWSMON001.AD.CalSAWS.org) in PROD
9/5/26	9/5/26	Update Web Authentication cert for mytools.calsaws.org and myTechTools.AD.CalSAWS.org that are hosted in AWSTEC001.ad.calsaws.org

DATE (s)		ACTIVITY DESCRIPTION
9/5/26	9/5/26	STANDARD - Weekly Linux Environment Patching – Saturday 13:30 - 23:00 (Sep 5)
9/6/26	9/6/26	August 2026 Monthly Exadata OS Image Update Patch on Production Databases Host and training database Host

Table 4.3.1-2: CalSAWS Upcoming Maintenance

DATE (S)		ACTIVITY DESCRIPTION
9/7/26	9/8/26	Lassen County IOS Upgrade for County Cisco device from IOS current version 17.15.05 to 17.15.06 (Primary and Secondary)
9/7/26	9/8/26	Lake County IOS Upgrade for County Cisco device from IOS current version 17.15.05 to 17.15.06 (Primary and Secondary)
9/7/26	9/8/26	Solano County IOS Upgrade for County Cisco device from IOS current version 17.15.05 to 17.15.06
9/7/26	9/8/26	STANDARD - Weekly AWS AMI creation Change and Security Updates - Monday (Sep 7)
9/7/26	9/8/26	Sonoma County IOS Upgrade for County Cisco device from IOS current version 17.15.05 to 17.15.06
9/7/26	9/7/26	August 2026 Monthly Exadata OS Image Update Patch on staging, adhoc weekly, adhoc monthly database Host
9/7/26	9/7/26	July 2026 Oracle DB RU 19.32.0.0.0 patching on staging, adhoc weekly, adhoc monthly databases
9/8/26	9/8/26	Standard Change: ForgeRock DEV DR Release 26.09.08
9/8/26	9/9/26	Alameda County IOS Upgrade for County Cisco device from IOS current version 17.15.05 to 17.15.06
9/8/26	9/9/26	Glenn County IOS Upgrade for County Cisco device from IOS current version 17.15.05 to 17.15.06
9/8/26	9/9/26	El Dorado County IOS Upgrade for County Cisco device from IOS current version 17.15.05 to 17.15.06
9/8/26	9/9/26	Fresno County IOS Upgrade for County Cisco device from IOS current version 17.15.05 to 17.15.06
9/8/26	9/8/26	STANDARD - Weekly Linux Environment Patching – Tuesday 18:30 - 21:00 (Sep 8)
9/8/26	9/10/26	CSPM Report Cleanup: Update Resource Base Policy to "predictive-handling-report-email-send" Lambda function - prod
9/9/26	9/13/26	SHIP Report Cleanup: Decommission Sandbox Account - nonprod
9/9/26	9/9/26	Enable auto update for SSM agent
9/9/26	9/9/26	Enable auto update for SSM agent
9/9/26	9/9/26	Update Web site cert (www.calsaws.org) in PROD
9/9/26	9/10/26	Enable auto update SSM agent.

DATE (S)		ACTIVITY DESCRIPTION
9/9/26	9/11/26	Enable auto update for SSM agent
9/9/26	9/11/26	Fix Snyk vulnerabilities for ALB Invalid Headers in coreapp-development
9/9/26	9/12/26	Request to enable and configure the required alerts/notifications in the production UiPath Orchestrator Environment
9/9/26	9/11/26	Fix Snyk vulnerabilities for ALB Invalid Headers in application-development as part of CA-303237
9/9/26	9/11/26	Create Secret for SYS8 in Coreapp-development
9/9/26	9/11/26	Drop invalid requests coming to ALB of CalSAWS application - DEV/SYS environments
9/9/26	9/11/26	Decommission of Dynatrace-ActiveGate-DB-Monitor in Coreapp-development
9/9/26	9/10/26	Inyo County IOS Upgrade for County Cisco device from IOS current version 17.15.05 to 17.15.06 (Primary and Secondary)
9/9/26	9/10/26	Santa Cruz County IOS Upgrade for County Cisco device from IOS current version 17.15.05 to 17.15.06
9/9/26	9/13/26	SHIP Report Cleanup: Cleaning up the EBS Snapshot - nonprod
9/9/26	9/10/26	Santa Barbara County IOS Upgrade for County Cisco device from IOS current version 17.15.05 to 17.15.06
9/9/26	9/10/26	Kings County IOS Upgrade for County Cisco device from IOS current version 17.15.05 to 17.15.06 (Primary and Secondary)
9/9/26	9/11/26	San Bernardino County IOS Upgrade for County Cisco device from IOS current version 17.15.05 to 17.15.06 (Primary and Secondary)
9/9/26	9/9/26	Modify group policy for the Set time for active but idle terminal services sessions setting
9/9/26	9/11/26	Fix Snyk vulnerabilities for ALB Invalid Headers in coreapp-staging
9/9/26	9/9/26	STANDARD - Weekly Linux Environment Patching - Wednesday 18:30 - 22:30 (Sep 9)
9/9/26	9/11/26	Create new secrets for OKTA in CoreApp Prod account
9/9/26	9/11/26	SHIP Report Cleanup: Enable IMDSv2 Support for Stage2 EC2 Instances - analytics-production
9/9/26	9/11/26	Fix Snyk vulnerabilities for ALB Invalid Headers in coreapp-county as part of CA-303237
9/9/26	9/11/26	Additional rule for HTTP/80 listener of WEB ALB - TRN environments
9/9/26	9/11/26	Enable IMDSv2 Support for EC2 Instance.
9/9/26	9/11/26	Enable auto update for SSM agent
9/9/26	9/11/26	Enable auto update for SSM agent
9/9/26	9/11/26	Enable auto update for SSM agent

DATE (S)		ACTIVITY DESCRIPTION
9/9/26	9/11/26	Create an alarm in shared functions production accounts to trigger an alert on Bedrock token usage and quota utilization
9/9/26	9/11/26	Decom old prod online servers that are no longer in use in coreapp-prod (#851725240334)
9/10/26	9/10/26	Demote DC's from Decommissioned County Sites
9/10/26	9/11/26	Contra Costa County IOS Upgrade for County Cisco device from IOS current version 17.15.05 to 17.15.06
9/10/26	9/11/26	Butte County IOS Upgrade for County Cisco device from IOS current version 17.15.05 to 17.15.06
9/10/26	9/11/26	Ventura County IOS Upgrade for County Cisco device from IOS current version 17.15.05 to 17.15.06
9/10/26	9/11/26	Tuolumne County IOS Upgrade for County Cisco device from IOS current version 17.15.05 to 17.15.06
9/10/26	9/11/26	Yolo County IOS Upgrade for County Cisco device from IOS current version 17.15.05 to 17.15.06
9/10/26	9/11/26	Del Norte County IOS Upgrade for County Cisco device from IOS current version 17.15.05 to 17.15.06
9/10/26	9/10/26	Standard Change: ForgeRock AT Release 26.09.10
9/10/26	9/10/26	Standard Change: ForgeRock Staging Environment Build 26.09.10
9/10/26	9/11/26	Faulty UPS Replacement at 33346-Riverside, 1283 6th St, Coachella, CA 92236
9/10/26	9/10/26	STANDARD - Weekly Linux Environment Patching – Thursday 18:30 -20:30 (Sep 10)
9/10/26	9/11/26	Merced County: Add Kiosk IP to Firewall Object Group for Lobby Kiosk Management
9/10/26	9/10/26	ServiceNow Release 26.09.10
9/10/26	9/10/26	Enable auto update for SSM agent
9/10/26	9/10/26	Enable auto update for SSM agent
9/10/26	9/10/26	Enable auto update for SSM agent
9/10/26	9/10/26	Enable auto update for SSM agent
9/11/26	9/11/26	Standard Change: ForgeRock AT DR Release 26.09.11
9/11/26	9/11/26	Standard Change: ForgeRock Dev Release 26.09.11
9/11/26	9/11/26	STANDARD - Weekly Linux Environment Patching – Friday 18:30 - 22:30 (Sep 11)
9/12/26	9/12/26	ServiceNow [CSM-DEV] Security Patch: Install Patch 10 Hot Fix 4b on SNC Instance - calsawsdev
9/12/26	9/12/26	ServiceNow [CSM-TEST] Security Patch: Install Patch 10 Hot Fix 4b on SNC Instance - calsawstest
9/12/26	9/12/26	ServiceNow [CSM-TRAINING] Security Patch: Install Patch 10 Hot Fix 4b on SNC Instance - calsawstraining
9/12/26	9/12/26	Update Web site cert (AWSADM001.Calaces.org) in Non-PROD

DATE (\$)		ACTIVITY DESCRIPTION
9/13/26	9/13/26	GAGR CC PROD PUB PUSH and IMPLEMENTED PLAN (IP) for 09/13/2026

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 26.09.04	09/04/2026
Priority Release 26.09.03	09/03/2026
Priority Release 26.08.31	08/31/2026
Priority Release 26.08.28	08/28/2026
Priority Release 26.08.27	08/27/2026
Priority Release 26.08.26	08/26/2026

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
Training Production Maintenance	09/04/26	6:00 PM	09/06/26	6:00 PM											Broadcast Email	8/31/20226
Production Maintenance	09/06/26	6:00 AM	09/06/26	2:00 PM											CIT 0147-26	8/18/2026
Adhoc Reporting Database Maintenance	09/06/26	2:00 PM	09/06/26	6:00 PM											Broadcast Email	8/28/2026
CANCELLED Production Maintenance	09/07/26	6:00 AM	09/06/26	2:00 PM											Broadcast Email	Cancelled 8/31/2026 8/28/2026
CANCELLED Adhoc Reporting Database Maintenance	09/07/26	2:00 PM	09/06/26	6:00 PM											Broadcast Email	Cancelled 8/31/2026 8/28/2026
Adhoc Reporting Database Maintenance	09/13/26	8:00 AM	09/13/26	2:00 PM											CIT 0147-26	NA
Imaging (Hyland) Maintenance	09/18/26	10:00 PM	09/19/26	1:00 AM											Broadcast Email	9/3/2026
CalSAWS Release 26.09	09/20/26	6:00 AM	09/20/26	1:00 PM											CIT 0151-26	8/26/2026
IAM (ForgeRock) Maintenance	09/25/26	10:00 PM	09/26/26	2:00 AM											Broadcast Email	TBD
															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.
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

- CalSAWS is fully live on Exadata and performing well.
- Decommissioning of all the non-prod and prod EC2 DB servers in progress.
- Team will finalize updating the Disaster Recovery process documents for the October run.

7.2 Analytics

- Databricks Dev & QA STG Environment validation is in progress.
- County validations Completed.
- Assessing ForgeRock-to-Okta transition, effort and schedule impacts in progress.
- Coordinating with M&E & IAM to finalize implementation plan and dates.

7.3 Contact Center Call Summary Wave Migration

- Group 1:
 - All Group 1 Counties have gone live.
- Group 2
 - 2A – Go live completed 9/4.
 - 2B – In Model Office UAT. Go live on 9/18.
 - 2C - Dev in progress. Go live 10/2.
 - Completed Group 2 Train-the-Trainer
- Group 3:
 - Dev has kicked off.
 - Group 3 Train-the-Trainer completed 9/3.
- Group 4:
 - Test Scripts complete.
 - Activities begin in October.

7.4 IAM Replacement

- Completed Okta Workforce provisioning for STG environments.
- Completed Okta Auth0 provisioning for development.
- API Integration development is in progress by M&E.
- Working on engagements 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:

JIRA ID	CREATED	INFRA TEAM	DESCRIPTION	STATUS
GAGR-1057	9/3/2026	Infra GAGR (Client Correspondence)	Correct Sys2/Sys3 GAGR Environment Name (non-prod)	New
CA-305099	9/1/2026	Infra Imaging	Testing Only - Support testing for BenefitsCal CSPM-84765 and CSPM -85103	Pending Approval
CA-305094	9/1/2026	Infra Tools	Atlassian Jira upgrade from 11.3.3 to 11.3.11 LTS due to vulnerabilities in current version	Design in Progress
NOW-1536	8/28/2026	Infra ServiceNow	Project Staff Offshore Travel Fixes	Done
GAGR-1055	8/26/2026	Infra GAGR (Client Correspondence)	CLONE - San Francisco Automate Denials for no-show appointment	System Test
GAGR-1047	8/20/2026	Infra GAGR (Client Correspondence)	Update GA 3003_34N, SCDC 609658, Master ID 611320, Reason Codes NM1226 and NM1227	System Test
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	Done
NOW-1532	8/20/2026	Infra ServiceNow	Requesting JIRA: Team Responsible and Change Type be a field in Problem Table	Done
CA-304487	8/18/2026	Infra Imaging	Ensure Case Info Auto Completes when Capture Button is Clicked	New
CA-304458	8/18/2026	Infra Contact Center	Upgrade some Contact Center lambdas to Python 3.11+	Approved
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
NOW-1529	7/31/2026	Infra ServiceNow	CSC/RCC Roll On/Off update eGain	Done

JIRA ID	CREATED	INFRA TEAM	DESCRIPTION	STATUS
CA-303679	7/30/2026	Infra Contact Center	San Mateo - Update verbiage on Office Info flow	Test Complete
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	New
GAGR-1038	7/27/2026	Infra GAGR (Client Correspondence)	Gainwell QA regression test of the GA/GR Automated Solution for Release 26.09	Test Complete
GAGR-1037	7/24/2026	Infra GAGR (Client Correspondence)	Update Placer's current Shared Housing Statement ALL 229	System Test
CA-303276	7/21/2026	Infra Central Print	Return Mail Update to handle Medi-Cal redetermination API changes	Pending Approval
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
GAGR-1033	7/14/2026	Infra GAGR (Client Correspondence)	Updated Variable for GA-GR Top-Down2-SD Budget	System Test
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	Approved
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

JIRA ID	CREATED	INFRA TEAM	DESCRIPTION	STATUS
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	Testing
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	Approved
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	Approved
CA-301419	5/28/2026	Infra ForgeRock	Forgerock - Increase password character length from 8 to 15	Approved
CA-301245	5/21/2026	Infra Imaging	Update the Default Columns Displayed in Imaging	In Development
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-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
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

JIRA ID	CREATED	INFRA TEAM	DESCRIPTION	STATUS
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)	System Test
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	In Development
CA-299635	4/8/2026	Infra GenAI	Call summarization - Group 2B	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	In Development
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	System Test
GAGR-960	3/6/2026	Infra GAGR (Client Correspondence)	Updates to 083/084 B GR Discontinuance - (90/180 Day Sanction) NOA	System Test
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

JIRA ID	CREATED	INFRA TEAM	DESCRIPTION	STATUS
CA-298395	3/4/2026	Infra Imaging	Add MC Work Requirement Documents to Imaging	Test Complete
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
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-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	Pending Approval
CA-297764	2/12/2026	Infra Contact Center	Welcome Bot Smart Routing - Update Intent & Program Recognition Implementation-Wave 3 - San Francisco, Fresno, Tulare, Kern	Test Complete
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

JIRA ID	CREATED	INFRA TEAM	DESCRIPTION	STATUS
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-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	In Development
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	Test Complete
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-293249	7/29/2025	Infra Imaging	Add Images Button to Authorized Representative Page	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-291598	6/4/2025	Infra Contact Center	Telephonic Signature - Create CalFresh Only Rights and Responsibilities	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	In Development
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 -	Design in Progress

JIRA ID	CREATED	INFRA TEAM	DESCRIPTION	STATUS
			Exstream Service and New Forms / NOAs	
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	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

JIRA ID	CREATED	INFRA TEAM	DESCRIPTION	STATUS
CA-282108	8/27/2024	Infra Contact Center	Calabrio - Auto assign new users from county Default team	New
CA-282025	8/23/2024	Infra Contact Center	Migration of Outbound application from legacy prod account to Shared functions production account	New
CA-280780	7/24/2024	Infra Contact Center	Allow Various Options for County Selection regarding "You are on Hold" Message	Design in Progress
CA-280778	7/24/2024	Infra Contact Center	Interactive Voice Response IVR Text for Courtesy Call Back CCB	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

JIRA ID	CREATED	INFRA TEAM	DESCRIPTION	STATUS
CA-276579	4/15/2024	Infra Contact Center	Upgrade Calabrio to the WFM Cloud Solution	New
CA-276410	4/10/2024	Infra Contact Center	E-mail Alert when Contact Center is closed via Remote Admin phone line.	New
CA-276409	4/10/2024	Infra Contact Center	Enable default routing profile nightly revert and enable searching by tags	Approved
CA-276402	4/10/2024	Infra Contact Center	Post Call Survey Data to be accessible in Quick	Approved
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-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-275376	3/13/2024	Infra Contact Center	IVR to add additional validations for RPA card replacement request routing	New
CA-274846	2/29/2024	Infra Contact Center	Calls to be routed to assigned worker if a discontinued program is still assigned to a worker	New
CA-274373	2/20/2024	Infra Contact Center	Assessment to automate all RPA, Post Call Survey and voice bots reports.	New
CA-273899	2/7/2024	Infra Contact Center	PFR - Calabrio - Ability to live monitor multiple workers at a time	New
CA-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

JIRA ID	CREATED	INFRA TEAM	DESCRIPTION	STATUS
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-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	Pending Approval

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**

