

CalSAWS

California Statewide Automated Welfare System



Bi-Weekly Status Report

CalSAWS Infrastructure

Reporting Period: September 21, 2026 – October 4, 2026

1	EXECUTIVE SUMMARY	3
2	PROJECT MANAGEMENT	6
	Communications Management	Error! Bookmark not defined.
2.1	Distributed Communications	7
2.2	Planned Outages	10
2.3	CRFI/CIT Communication Status	11
2.4	SIRFRA/SCERFRA Information	12
3	INFRASTRUCTURE OPERATIONS	16
3.1	Service Management	16
3.1.1	CalSAWS Service Desk Metrics	17
3.1.2	BenefitsCal Technical Service Desk Metrics	28
3.1.3	Root Cause Analysis	30
3.2	Production Defect Backlog	31
3.3	Technical Infrastructure Support	33
3.3.1	Maintenance	33
3.3.2	Deployments	44
3.3.3	Service Level Agreement Outcomes (Met/Missed) (CalSAWS)	44
3.3.4	CalSAWS Production Planned Outages Calendar 2026	44
4	LOBBY MANAGEMENT	45
4.1	GA/GR Correspondence	46
5	ADDITIONAL PROJECTS	46
5.1	Oracle Database@AWS Migration	46
5.2	Analytics	46
5.3	Contact Center Call Summary Wave Migration	47
5.4	IAM Replacement	47
5.5	Log of Open SCRs	47
APPENDIX A -	APPENDIX A - COUNTY PURCHASES STATUS REPORT	61
APPENDIX B -	APPENDIX B - COUNTY PURCHASE AGING REPORT	61
APPENDIX C -	APPENDIX C - COUNTY PURCHASE HARDWARE REPORT	61

TABLE OF TABLES

Table 3.1-1: Communications	7
Table 3.1-2: Enhanced Communications	10
Table 3.2-1: Planned Outage Communications	10
Table 3.3-1: CITs.....	11
Table 3.3-2: CRFIs	12
Table 3.3-3: Overdue CRFI	12
Table 4.1.1-1: CalSAWS ServiceNow Incidents by State and Age	20
Table 4.1.1-2: CalSAWS ServiceNow Incidents by State (New) and Category	21
Table 4.2-1: Infrastructure Production Defect Summary	31
Table 4.2-2: Infrastructure Production Defects	31
Table 4.3.1-1: CalSAWS Completed Maintenance.....	33
Table 4.3.1-2: CalSAWS Upcoming Maintenance.....	42
Table 4.3.2-1: CalSAWS Deployments Completed.....	44
Table 5-1: Lobby Management Updates	45
Table 7.6-1:	47

TABLE OF FIGURES

Figure 4.1.1: CalSAWS ServiceNow Cases per Week Created.....	17
Figure 4.1.1-4.1.2: CalSAWS ServiceNow Cases per Week Resolved.....	17
Figure 4.1.3: CalSAWS ServiceNow Incidents Created	18
Figure 4.1.1-4.1.4: CalSAWS ServiceNow Incidents Resolved	18
Figure 4.1.1-4.1.5: CalSAWS ServiceNow Problems Created.....	19
Figure 4.1.1-4.1.6: CalSAWS ServiceNow Problems Resolved.....	19
Figure 4.1.1-4.1.7: CalSAWS ServiceNow Incidents by State (New) and Age (30 – 180+ Days)	20
Figure 4.1.1-4.1.8: CalSAWS ServiceNow Incidents by State (In progress) and Age (30 – 180+ Days)	21
Figure 4.1.1-4.1.9: Aging Incident Backlog	22
Figure 4.1.10: CalSAWS ServiceNow Incidents by Resolution Code	23
Figure 4.1.11: CalSAWS ServiceNow Incidents Created by Category	24
Figure 4.1.12: CalSAWS ServiceNow Cases Created for Remote Maintenance	25
Figure 4.1.13: CalSAWS Monthly Tiers 1 and 2 Service Desk Diagnosis SLA Compliance ..	26
Figure 4.1.14: Incidents that have missed the Service Level Agreement (SLA) in their respective months.....	27
Figure 4.1.15: Incidents that have missed the SLA and reported in the month incidents are closed.	28
Figure 4.1.2-4.1.16: BenefitsCal ServiceNow Cases Created	28
Figure 4.1.2-4.1.17: BenefitsCal ServiceNow Incidents Created	29
Figure 4.1.2-4.1.18 BenefitsCal ServiceNow Incidents Created by Category.....	30

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	- On September 30, 2026, from 4:59 AM to 5:02 AM, the CalSAWS production environment was unavailable. - On October 02, 2026, from 8:00 AM to 12:01 PM, APEX County users experienced intermittent access issues, with a period of unavailability, to the APEX database.
Defects	There are 37 active Infrastructure Production defects.
Incidents	RESOLVED: PRB0054128 – As of 10:04 AM on September 21, 2026, Riverside County users at the 1225 W Hobsonway, Blythe site are unable to access CalSAWS and associated systems due to a power outage. Riverside County users at the Blythe site will experience issues accessing CalSAWS and associated systems until the issue is resolved. The CalSAWS project team is actively monitoring updates from the utility provider. An update will be provided when the issue is resolved. Update: Power at the Blythe site has been restored. Access to CalSAWS is pending confirmation from a local county contact. As of 1:10 PM on September 21, 2026, the issue has been resolved. A local county contact confirmed that users at the Blythe site are able to access CalSAWS and associated systems. RESOLVED: PRB0054127 – As of 8:30 AM on September 21, 2026, Some CalSAWS users were unable to receive One Time Passcode (OTP) from SMS (text message). Impacted users may not have been able to receive OTP from SMS to login to CalSAWS and associated systems. Workaround: Counties that opted into using OTP from SMS can switch to using OTP from Email by checking the box shown below ["User a different verification method (valid only for this login)" – See the screenshot in the original Resolved Issue Notification]. As of 9:24 AM on September 21, 2026, the issue has been resolved. Users are now able to receive OTP from SMS to login to CalSAWS and associated systems. RESOLVED: PRB0054134 – As of 10:49 AM on September 21, 2026, Users are unable to transfer cases or programs with a future beginning date of aid. Users will be unable to transfer cases or programs with a future beginning date of aid until the issue is resolved. Workaround:

TOPIC	HIGHLIGHTS FOR THE REPORTING PERIOD
	1. Access Workload Assignment Upload. 2. Download and complete a standard template. The template needs to include the case details and the program to be reassigned. 3. The "Assign Programs in all Statuses" column in the excel upload must be 'Yes' for every row to reassign the future BDA program. 4. Save and upload the standard template. Defect CA-305710 has been created to track the issue. An update will be provided when the issue is resolved. As of 7:14 PM on September 24, 2026, Defect fix for CA-305710 has been deployed to production... Users are now able to transfer cases or programs with a future beginning date of aid. ▪ RESOLVED: PRB0054138 – As of 9:50 AM on September 22, 2026, CalSAWS Calabrio users are unable log into Calabrio. CalSAWS Calabrio users may experience issues accessing Calabrio. The project team is actively working with the vendor team to investigate the issue. An update will be provided when additional information becomes available. As of 10:12 AM on September 22, 2026, the issue has been resolved by Calabrio. CalSAWS Calabrio users are able to access Calabrio. ▪ RESOLVED: PRB0054153 – As of 1:38 PM on September 23, 2026, San Bernardino users at the 2740 Little Mountain Dr, San Bernardino site are unable to access CalSAWS and associated systems due to a power outage. San Bernardino users at the Little Mountain site will experience issues accessing CalSAWS and associated systems until the issue is resolved. San Bernardino County confirmed an unplanned power outage in the area is affecting the site. The local utility provider's estimated time of restoration (ETR) is 4:00 PM. An update will be provided the issue is resolved. As of 2:14 PM on September 23, 2026, the issue has been resolved. Power at the Little Mountain Drive site has been restored by the local utility provider. The CalSAWS project team monitored stability at the site and confirmed users are now able to access CalSAWS and associated systems. ▪ RESOLVED: PRB0054183 – As of 6:00 AM on September 30, 2026, the Imaging – Initial QA Report is not being refreshed with the latest data. The report was last refreshed on September 28, 2026. The latest version of the Imaging – Initial QA Report will not be available until the issue is resolved. Defect CA-306098 has been created to track the issue. An update will be provided when the issue is resolved. As of 9:08 AM on October 01, 2026, this issue has been resolved. Users are now able to view the latest version of the Imaging – Initial QA Report. ▪ Fix in Progress: PRB0054199 – As of 3:33 PM on October 01, 2026, Lake County users at the 15975 Anderson Ranch Pkwy, Lower Lake site are unable to access CalSAWS and associated systems. Lake County users at the Lower Lake site will experience issues accessing CalSAWS and associated systems until the issue is resolved. The project team is working with the telecommunication provider (TPx) to investigate the issue.

TOPIC	HIGHLIGHTS FOR THE REPORTING PERIOD
	An update will be provided when additional information becomes available. RESOLVED: PRB0054186 – As of 7:00 AM on September 30, 2026, Amazon Quick Queue Summary dataset is missing 9/29/2026 data. Contact center users that use Amazon Quick reporting will not be able to view most of the data on contact center specific dashboards and reports that leverage Amazon Quick Queue Summary dataset, until the issue is resolved. Workaround: Contact center users can use Amazon Connect to access the latest Queue Summary data, until the issue is resolved. Defect CA-306130 has been created to address the issue and to retrieve missing data. This defect is targeted for implementation tonight, September 30, 2026. As of 10:15 PM on September 30, 2026, defect fix for CA-306130 has been deployed to production on September 30, 2026. Users are now able to access the latest Queue Summary data. RESOLVED: PRB0054199 – As of 3:33 PM on October 01, 2026, Lake County users at the 15975 Anderson Ranch Pkwy, Lower Lake site are unable to access CalSAWS and associated systems. Lake County users at the Lower Lake site will experience issues 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. Update: Connectivity at the Lower Lake site has been restored by the local utility provider. The site was affected by a fiber cut in the local area. The CalSAWS project team monitored stability at the site and is 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 2:00 AM on October 2, 2026, the issue has been resolved. The project team observed continues stability at the Lower Lake site, after the local utility provider restored connectivity, and confirmed users are able to access CalSAWS and associated systems. RESOLVED: PRB0054203 – As of 8:00 AM on October 2, 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. Details: The project team is actively investigating the issue. An update will be provided when additional information becomes available. Update: Users continue to experience access issues with the Apex application. The project team is actively working with the Oracle vendor to resolve the issue. An update will be provided when the issue is resolved. Update #2: The issue has been resolved by the project team. Users are now able to access the Apex application and run reports. The project team will continue to monitor the stability with the Apex application, and an update will be provided by the end of day today.

TOPIC	HIGHLIGHTS FOR THE REPORTING PERIOD
	As of 12:10 PM, on October 2, 2026, this issue has been resolved. The project team observed continued stability with the Apex application after resolving the issue at 12:10 PM.
Maintenance/ Deployments	10/04/2026: Maintenance – CalSAWS Production Maintenance 10/04/2026: Maintenance – CalSAWS Ad-Hoc Reporting Database 10/03/2026: Maintenance – CalSAWS Jira Maintenance 10/01/2026: Deployment – Priority Release 26.10.01 (CHG0061770) 09/30/2026: Deployment – Priority Release 26.09.30 (CHG0061736) 09/29/2026: Deployment – Priority Release 26.09.29 (CHG0061716) 09/27/2026: Maintenance – CalSAWS Production Maintenance 09/27/2026: Maintenance – CalSAWS Ad-Hoc Reporting Database 09/26/2026: Deployment – Priority Release 26.09.26 (CHG0061670) 09/25/2026: Maintenance – Maintenance – IAM (ForgeRock) Maintenance 09/25/2026: Deployment – Priority Release 26.09.25 (CHG0061669) 09/24/2026: Deployment – Priority Release 26.09.24 (CHG0061621)
	- Six (6) Production Deployments during this reporting period. - One hundred sixty-eight (168) 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 10/22/2026
I-D02	Infrastructure Services Plan – Appendix K – Performance Monitoring & Alerting Plan	Update in Progress	Submit DDEL 11/16/2026
I-D02	Infrastructure Services Plan – Appendix F – CalSAWS System Operations Plan	Update in Progress	Submit DDEL 11/02/2026
I-D02	Infrastructure Services Plan – Appendix H – Configuration Management Plan	Update in Progress	Submit DDEL 11/02/2026
I-D07	Technology Infrastructure Refresh Plan	Update in Progress	Submit DDEL 11/02/2026
I-D12	Infrastructure Approach to Automation, Artificial Intelligence and Machine Learning	In QMO Review	Submit FDEL 10/08/2026

3 COMMUNICATIONS MANAGEMENT

This section includes communications distributed and outage notifications.

3.1 Distributed Communications

CalSAWS Communications Management activities are included on the following table.

Table 3.1-1: Communications

CATEGORIES	SUBJECT	COUNT	DISTRIBUTION DATE(S)
CIT	CIT 0176-26 Scheduled Downtime Notification – 10/18/2026	1	10/01/2026
Scheduled CalSAWS Maintenance	CalSAWS Broadcast >> Scheduled Maintenance >> CalSAWS Jira Maintenance – 10/3/2026, 8:00 AM to 6:00 PM	4	10/02/2026
	CalSAWS Broadcast >> Scheduled CalSAWS Maintenance >> APEX Application – 10/11/2026, 8:00 AM to 5:00 PM		09/24/2026
	CalSAWS Broadcast >> Scheduled CalSAWS Maintenance – 10/4/2026, 6:00 AM to 11:59 PM		09/24/2026
	CalSAWS Broadcast >> Scheduled CalSAWS Maintenance – AdHoc Reporting Database – 10/4/2026, 6:00 AM to 11:59 PM		09/24/2026
Scheduled BenefitsCal Maintenance	None		
Scheduled EBT Maintenance	None		
CalSAWS County Executive Communications	Resolved: CalSAWS County Executive Communication – Apex Application Access Issue	13	10/02/2026
	Update #2: CalSAWS County Executive Communication – Apex Application Access Issue		10/02/2026
	Update: CalSAWS County Executive Communication – Apex Application Access Issue		10/02/2026
	Resolved – CalSAWS County Executive Communication – Lake County – Lower Lake Site – CalSAWS Access Issue		10/02/2026

CATEGORIES	SUBJECT	COUNT	DISTRIBUTION DATE(S)
	CalSAWS County Executive Communication – Apex Application Access Issue		10/02/2026
	Update #2 – CalSAWS County Executive Communication – Lake County – Lower Lake Site – CalSAWS Access Issue		10/02/2026
	Update – CalSAWS County Executive Communication – Lake County – Lower Lake Site – CalSAWS Access Issue		10/01/2026
	New – CalSAWS County Executive Communication – Lake County – Lower Lake Site – CalSAWS Access Issue		10/01/2026
	Resolved – CalSAWS County Executive Communication – San Bernardino County – Little Mountain Drive Site – CalSAWS Access Issue – Power Outage		09/23/2026
	New – CalSAWS County Executive Communication – San Bernardino County – Little Mountain Drive Site – CalSAWS Access Issue – Power Outage		09/23/2026
	Resolved – CalSAWS County Executive Communication – Riverside County – Blythe Site – Power Outage		09/22/2026
	Update – CalSAWS County Executive Communication – Riverside County – Blythe Site – Power Outage		09/21/2026
	New – CalSAWS County Executive Communication – Riverside County – Blythe Site – Power Outage		09/21/2026
Issue Notification	New – PRB0054203 Update – PRB0054199 Update – PRB0054203 Resolved – PRB0054199 Update#2 – PRB0054203 Resolved – PRB0054203 --- New – PRB0054199 Resolved – PRB0054186 Resolved – PRB0054183	21	10/02/2026 10/02/2026 10/02/2026 10/02/2026 10/02/2026 10/02/2026 --- 10/01/2026 10/01/2026 10/01/2026

CATEGORIES	SUBJECT	COUNT	DISTRIBUTION DATE(S)
	--- New – PRB0054186 New – PRB0054183 --- Resolved – PRB0054134 --- Resolved – PRB0054153 New – PRB0054153 --- New – PRB0054134 Resolved – PRB0054138 New – PRB0054138 Resolved – PRB0054128 --- Update – PRB0054128 New – PRB0054128 New – PRB0054122		--- 09/30/2026 09/30/2026 --- 09/25/2026 --- 09/23/2026 09/23/2026 --- 09/22/2026 09/22/2026 09/22/2026 09/22/2026 --- 09/21/2026 09/21/2026 09/21/2026
Priority Release Requests for Approval	Priority Release 26.10.01 (CHG0061770) Priority Release 26.09.30 (CHG0061736) Priority Release 26.09.29 (CHG0061716) Priority Release 26.09.26 (CHG0061670) Priority Release 26.09.25 (CHG0061669) Priority Release 26.09.24 (CHG0061621)	6	10/01/2026 09/30/2026 09/29/2026 09/26/2026 09/25/2026 09/24/2026
Informational Alert	Update - CalSAWS Broadcast >> Informational Alert >> Equifax Contact - Technical Errors Update – CalSAWS Broadcast >> Informational Alert >> Equifax Contact – Technical Errors CalSAWS Broadcast >> Informational Alert >> FCED Production Security & Task Configuration Support Office Hours CalSAWS Informational Alert >> Early Batch Start on Saturday 10/3/2026 CalSAWS Broadcast >> Informational Alert >> FCED Production Simulation Extension, Data Refresh, & Downtime Reminder – CalSAWS Informational Alert >> Updated CalSAWS Password Requirement	6	10/02/2026 09/30/2026 09/30/2026 09/29/2026 09/25/2026 09/23/2026

CATEGORIES	SUBJECT	COUNT	DISTRIBUTION DATE(S)
CalSAWS	Daily Health Report	10	10/02/2026 10/01/2026 09/30/2026 09/29/2026 09/28/2026 09/25/2026 09/24/2026 09/23/2026 09/22/2026 09/21/2026

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	10/30/2026 10:00 PM to 10/31/2026 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.	TBD	TBD
CalSAWS Imaging	Imaging Solution (Hyland) Maintenance	10/23/2026 10:00 PM to 10/24/2026 1:00 AM	Imaging will be unavailable during this time.		TBD

SYSTEM	PURPOSE	TIMEFRAME	IMPACT	CIT DATE	CALSAWS BROADCAST DATE
CalSAWS	CalSAWS Maintenance	10/18/2026 12:00 PM to 8:30 PM	CalSAWS users will be redirected to a read-only version during the outage.	CIT 0176-26 10/01/2026	TBD
CalSAWS Ad hoc Reporting	CalSAWS Ad hoc Reporting Database maintenance	10/18/2026 12:00 PM to 4:00 PM	CalSAWS Ad hoc Reporting will be unavailable during this time.	CIT 0176-26 10/01/2026	TBD
CalSAWS	CalSAWS APEX Application	10/11/2026 8:00 AM to 5:00 PM	CalSAWS APEX application will be unavailable during this time.		09/24/2026
CalSAWS	CalSAWS Maintenance	10/04/2026 6:00 AM to 11:59 PM	CalSAWS users will be redirected to a read-only version during the outage.	CIT 0164-26 09/15/2026	09/24/2026
CalSAWS Ad hoc Reporting	CalSAWS Ad hoc Reporting Database maintenance	10/04/2026 6:00 AM to 11:59 PM	CalSAWS Ad hoc Reporting will be unavailable during this time.	CIT 0164-26 09/15/2026	09/24/2026

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
0176-26	Scheduled Downtime Notification – 10/18/2026	Informational	10/01/2026	Communications .Infrastructure	Pete Quijada

The following table outlines CalSAWS Requests for Information (CRFI) for the reporting period.

Table 3.3-2: CRFIs

CRFI ID	SUBJECT	DISTRIBUTION DATE	STATUS	RESPONSE DUE DATE	CALSAWS CONTACT
None					

The following table outlines overdue CalSAWS Requests for Information (CRFI) for the reporting period.

Table 3-3-3: Overdue CRFI

CRFI ID	SUBJECT	REGION 1	REGION 2	REGION 3	REGION 4	REGION 5	REGION 6
NONE							

3.4 SIRFRA/SCERFRA Information

The following table outlines the current Statewide Automated Welfare System (SAWS) Cost Estimation Request for Research and Analysis (SCERFRA) and SAWS Information Request for Research and Analysis (SIRFRA).

Table 3-1: Details of SIRFRA/SCERFRA Data Received

ID	DESCRIPTION	STATUS
SIRFRA 1352	Automation of CDCR's reporting release dates and other member data to counties	Completed
SIRFRA 1382	Medi-Cal Envelope Reopened to add Spanish language to Medi-Cal Env	Completed
SIRFRA 1401	SIRFRA 1401 – Updating Member Address NCOA	Completed
SIRFRA 1409	Print Postage Costs	Completed
SIRFRA 1410	Medi-Cal Telephonic Signature Receipt	Completed
SIRFRA 1430	SB 1289 Call Center Data – General Questions	Completed
SIRFRA 1434	SB 1289 – Medi-Cal Call Center Data – Monthly Data	Completed
SIRFRA 1434	Medi-Cal Call Center Data – Amended – Recurring	Recurring
SIRFRA 1440	SIRFRA 1440 – Print/postage/Adobe rendering cost	Completed
SIRFRA 1441	SB 1289 Medi-Cal Call Center Data Fiscal Estimate	Completed
SIRFRA 1442	Print/Postage/Adobe Estimates	Completed
SIRFRA 1447	Remaining Counties to opt into Automatic Return Mail Processing	Completed
SIRFRA 1448	Property Insert	Completed
SIRFRA 1453	Automation of Updated Member Address	Completed
SIRFRA 1454	Adult Expansion Freeze Additional Outreach	Completed
SIRFRA 1454	Adult Expansion Freeze – Amended	Completed

ID	DESCRIPTION	STATUS
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 1488	Programming of Updated Form MC 13 and Translated Versions in CalSAWS	Completed
SIRFRA 4030	SAR 2, AR 2, and AR 2 SAR	Completed
SIRFRA 4079	Meta Data Request	Discovery & Assessment
SCERFRA 24-512	Foster Care Rates Proposal TBL	Completed
SCERFRA 24-524	Alternate Formatted Forms – CDSS	Completed
SCERFRA 24-546	The Work Number	Completed
SCERFRA 25-501	SCERFRA 25-501 Print/Postage/Adobe Costs	Completed
SCERFRA 25-503	BenefitsCal Release of Information (ROI) to Community-Based Organizations (CBOs)	Completed
SCERFRA 25-508	SCERFRA 25-508 Print/Postage/Adobe Costs	Completed
SCERFRA 25-509	WTW Flow Proposal	Completed
SCERFRA 25-511	SCERFRA 25-511 – Print/Postage/Adobe estimates	Completed
SCERFRA 25-512	SCERFRA 25-512 – Non-Citizen Discontinuance NOA	Completed
SCERFRA 25-514	SCERFRA 25-514 – BenefitsCal Homeless Automation	Completed
SCERFRA 25-516	SCERFRA 25-516 – CalWORKs Child Support Forms Revision Efforts	Completed
SCERFRA 25-518	SCERFRA 25-518 – Shorter Versions of the Prepopulated SAR 7 Form and SAR 7A	Completed
SCERFRA 25-523	BenefitsCal Income Verification Service	Cancelled
SCERFRA 25-525	BenefitsCal Income Verification Service	Completed
SCERFRA 25-527	Integration of the Work Number	Completed
SCERFRA 25-528	Revised SAR 2	Completed
SCERFRA 25-529	Immunization Forms Revision Efforts (CW 2209)	Completed

ID	DESCRIPTION	STATUS
SCERFRA 25-530	Termination of Standard Medical Deduction Demonstration Project	Completed
SCERFRA 25-531	ABAWD Form – CF 377.11E	Completed
SCERFRA 25-531	ABAWD Form – CF 377.11E Mass Mailer	Completed
SCERFRA 25-534	CalFresh ROI Enhancement for CalFresh Outreach Network	Completed
SCERFRA 25-535	NOAs for the CW's Special Needs payment	Completed
SCERFRA 25-536	CWS-CARES and CalSAWS Interface	Completed
SCERFRA 25-537	Income and Eligibility Verification System (IEVS) Deceased Persons Match	Cancelled
SCERFRA 25-538	Income and Eligibility Verification System (IEVS) Lottery Match	Cancelled
SCERFRA 25-539	Update the 377.11E CF RE Packet for ABAWDs	Completed
SCERFRA 25-540	Request for Production Simulation Environment to Support FCED API Testing	Completed
SCERFRA 25-904	SCERFRA 25-904 Print/Postage/Adobe Costs	Completed
SCERFRA 25-905	SCERFRA 25-905 Print/Postage/Adobe costs	Completed
SCERFRA 25-915	AB 42 – CalWORKs: CalFresh: Eligibility: Income and Resource Exclusions	Completed
SCERFRA 25-916	AB 1324 – CalWORKs	Completed
SCERFRA 25-918	AB 969 – CalWORKs: Family Violence Option and Gender-based Violence Information	Completed
SCERFRA 25-919	AB 1161 – Public Social Services: State of Emergency or Health Emergency	Completed
SCERFRA 25-920	AB 1402 – Fresh Start Grants: Personal Income Tax Law: Credits	Completed
SCERFRA 25-933	SB 420 – Automated Decision Systems	Completed
SCERFRA 25-934	SCERFRA 25-934 – Central Print (PII Breach)	Completed
SCERFRA 26-501	Equifax/CalSAWS – The Portfolio Review – Employment Monitoring Service	Completed
SCERFRA 26-503	Automation of New CalWORKs Stage One Child Care Post-Cash Aid Informing Notice	Completed
SCERFRA 26-507	BenefitsCal Income Verification Service	Completed
SCERFRA 26-508	Revised SAR 2	Completed
SCERFRA 26-509	CalFresh ABAWD Auto-Exemption	Completed
SCERFRA 26-513	CW 2200 Automation for Updated Housing Costs at Address Change	Completed
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

ID	DESCRIPTION	STATUS
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	Completed
SCERFRA 26-535	Immunization Forms Revision Efforts	Completed
SCERFRA 26-536	CW 8, CW 8A, and CW 2219 Forms Revisions	Completed
SCERFRA 26-537	CalFresh E&T Workfare Informing Notice	Completed
SCERFRA 26-538	CalFresh Outreach CBO Application and Outcome Data Dashboard	Cancelled
SCERFRA 26-539	CalFresh Minimum Nutrition Benefit Pilot Program	Completed
SCERFRA 26-542	eDRS Integration	Gathering Requirements
SCERFRA 26-543	EDD Unemployment Insurance and Disability Insurance (UI/DI) Online	Discovery & Assessment
SCERFRA 26-544	SOLQ-Integration	Discovery & Assessment
SCERFRA 26-545	National Directory of New Hires (NDNH) Match	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

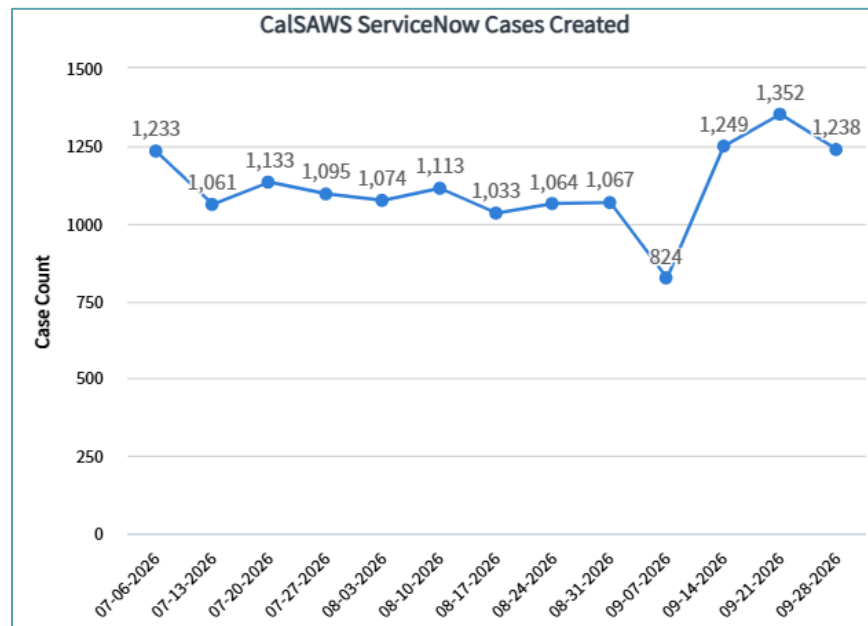


Figure 4.1.1: CalSAWS ServiceNow Cases per Week Created

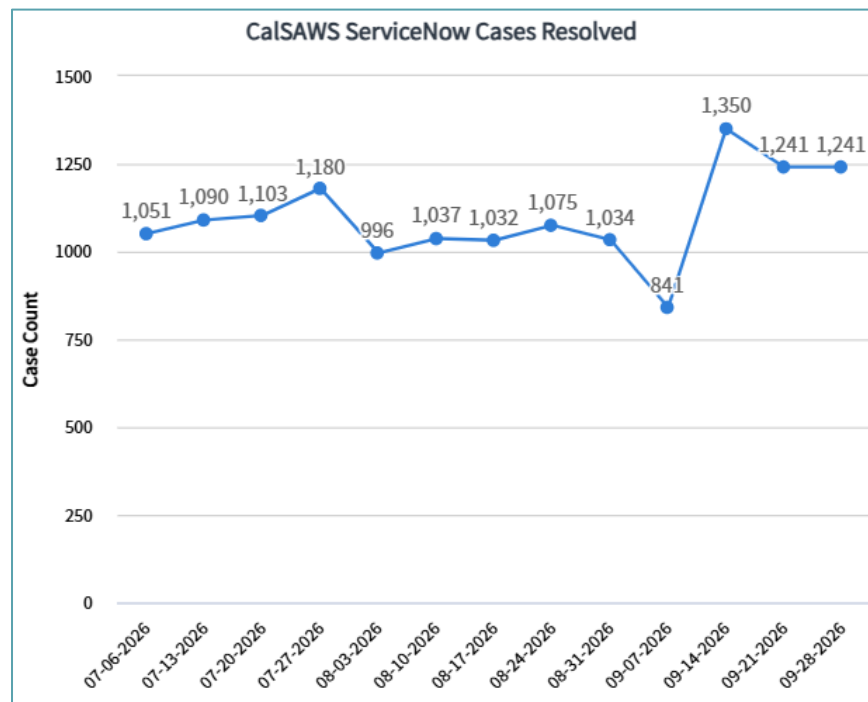


Figure 4.1.1-4.1.2: CalSAWS ServiceNow Cases per Week Resolved

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.

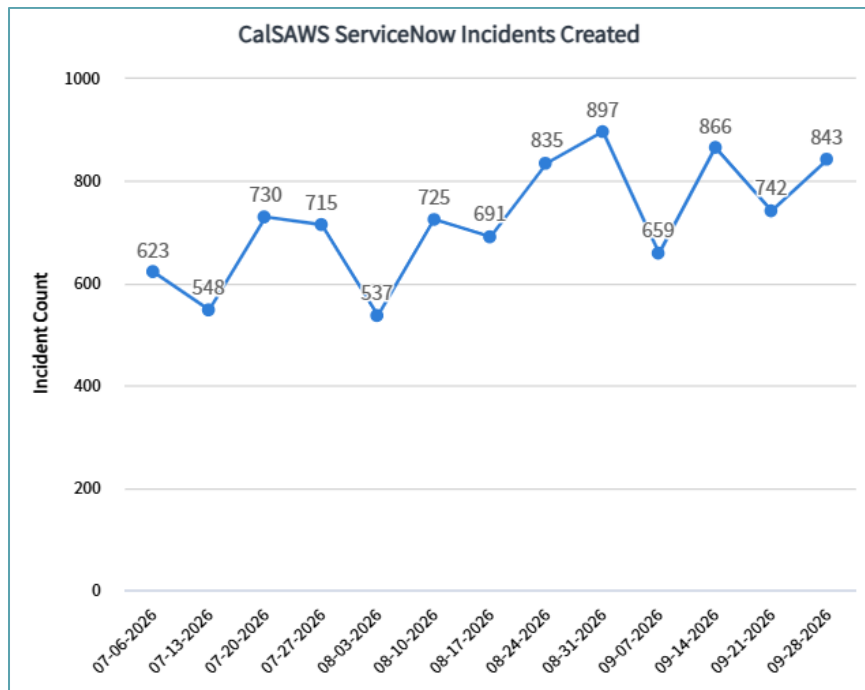


Figure 4.1.3: CalSAWS ServiceNow Incidents Created

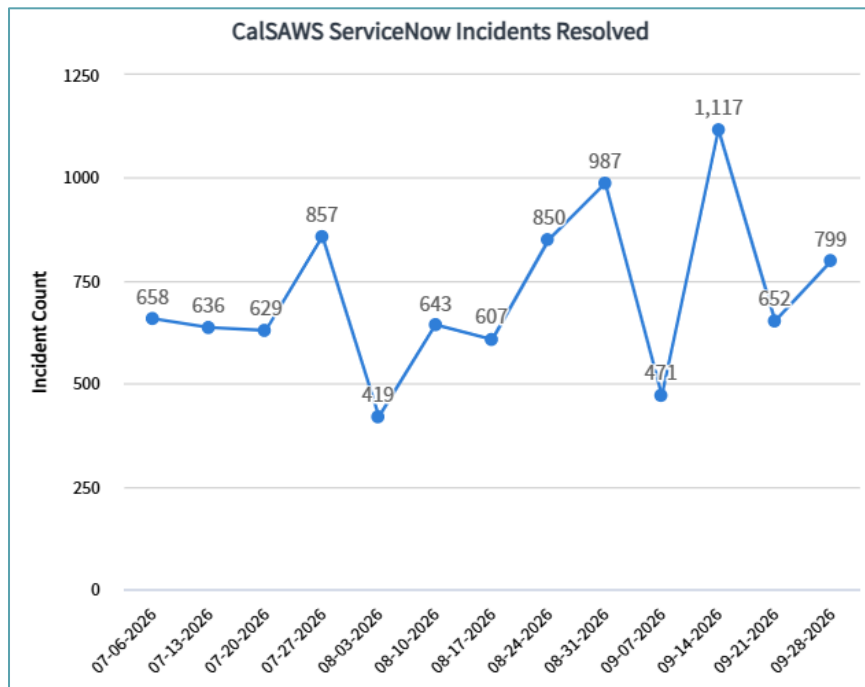


Figure 4.1.1-4.1.4: CalSAWS ServiceNow Incidents Resolved

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.

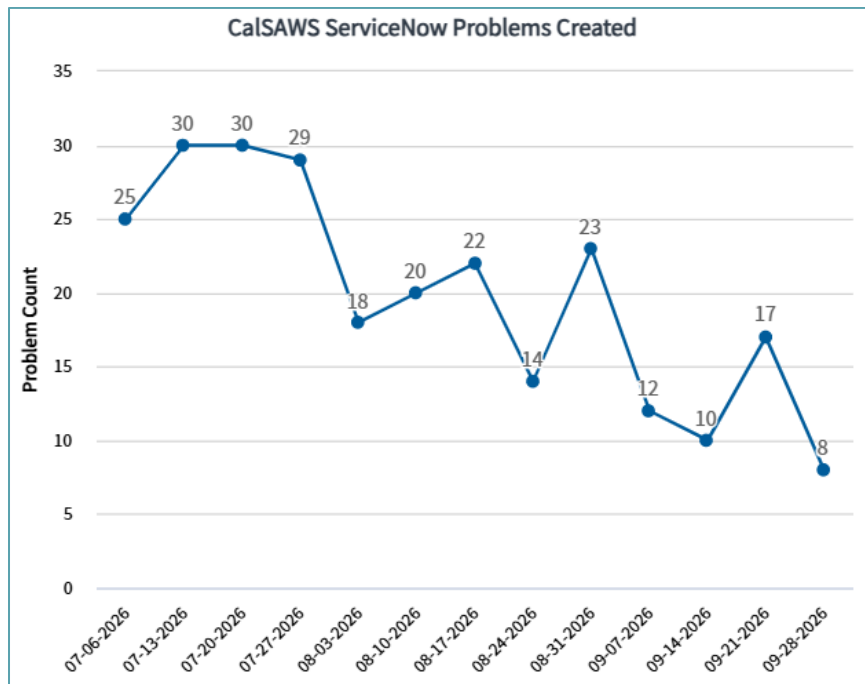


Figure 4.1.1-4.1.5: CalSAWS ServiceNow Problems Created

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.

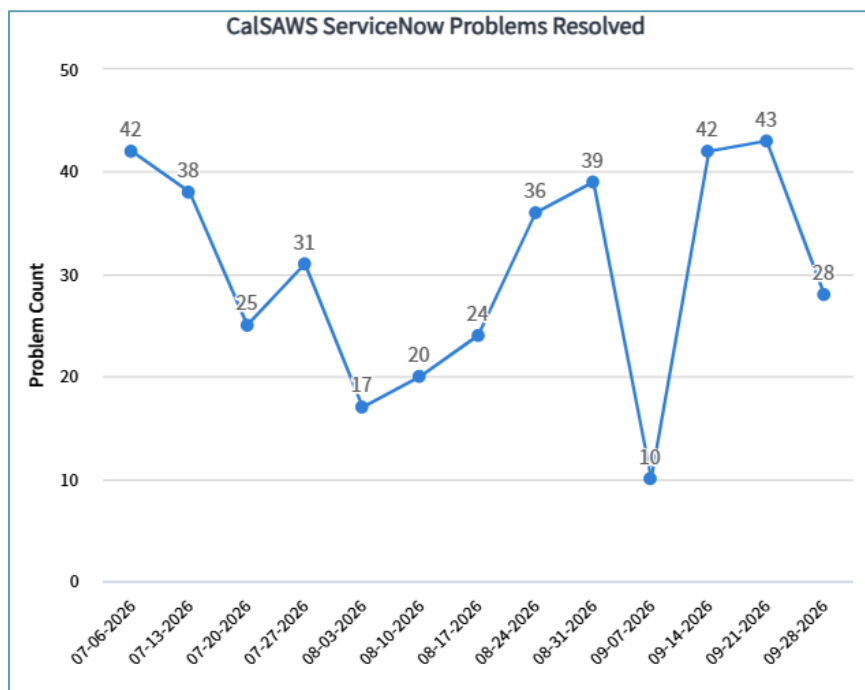


Figure 4.1.1-4.1.6: CalSAWS ServiceNow Problems Resolved

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	60	1	1	1	8	9	3	91
IN PROGRESS	3	106	25	19	67	75	81	26	402
ON HOLD	0	81	44	49	90	90	75	38	467
RESOLVED	1	504	345	454	227	98	79	16	1724
CLOSED	17	9	4	56375	109937	19430	13353	3743	202868
PROBLEM IN DIAGNOSIS	0	4	0	0	0	2	0	1	7
TOTAL	29	764	419	56898	110322	19703	13597	3827	205559

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	19	0	19
Gainwell	1	0	1
Deloitte	0	0	0
Total	20	0	20

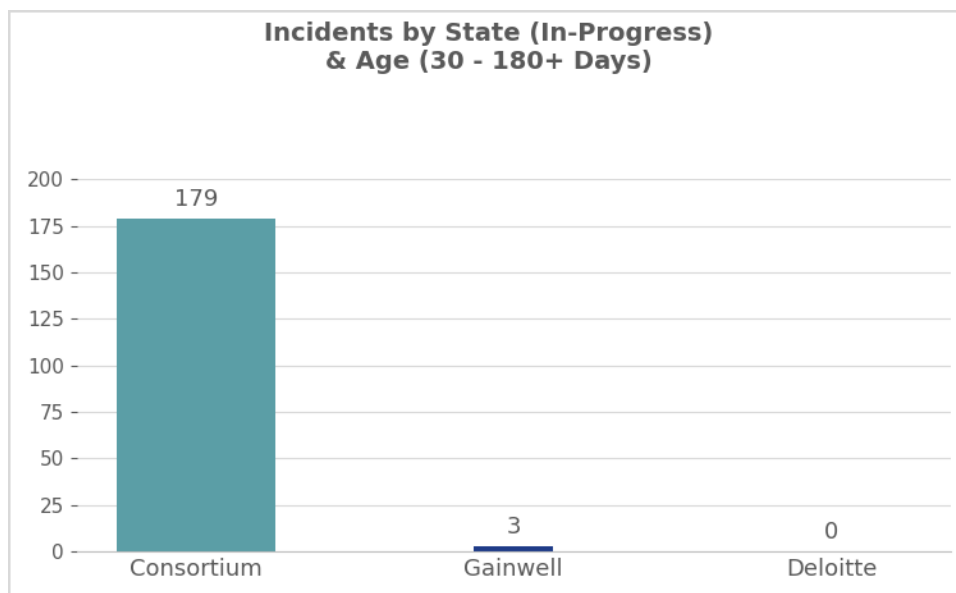


Figure 4.1.1-4.1.8: CalSAWS ServiceNow Incidents by State (In progress) and Age (30 – 180+ Days)

ORGANIZATION	SERVICE DESK INCIDENTS	INFRASTRUCTURE INCIDENTS	TOTAL INCIDENTS
Consortium	179	0	179
Gainwell	2	1	3
Deloitte	0	0	0
Total	181	1	182

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

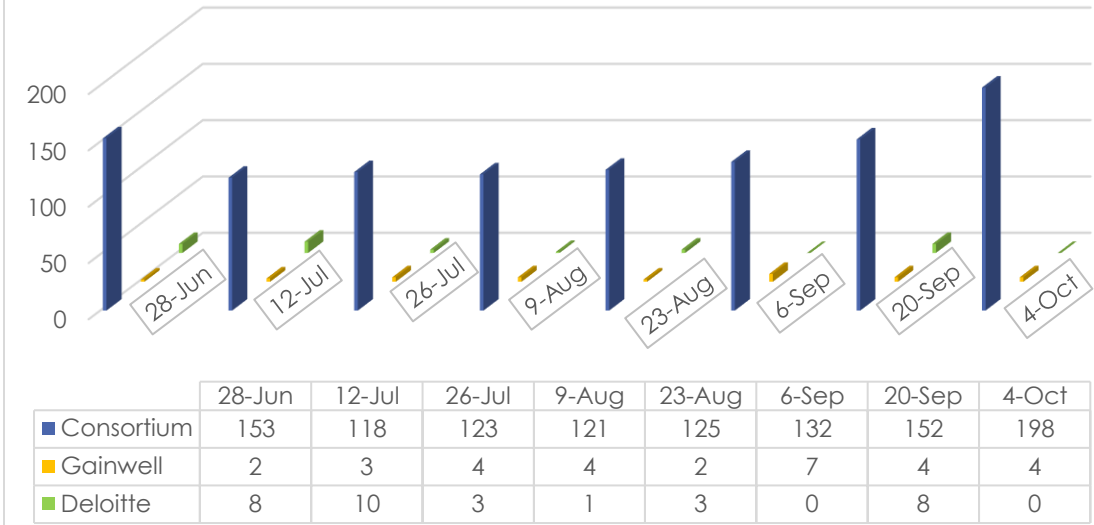


Figure 4.1.1-4.1.9: Aging Incident Backlog

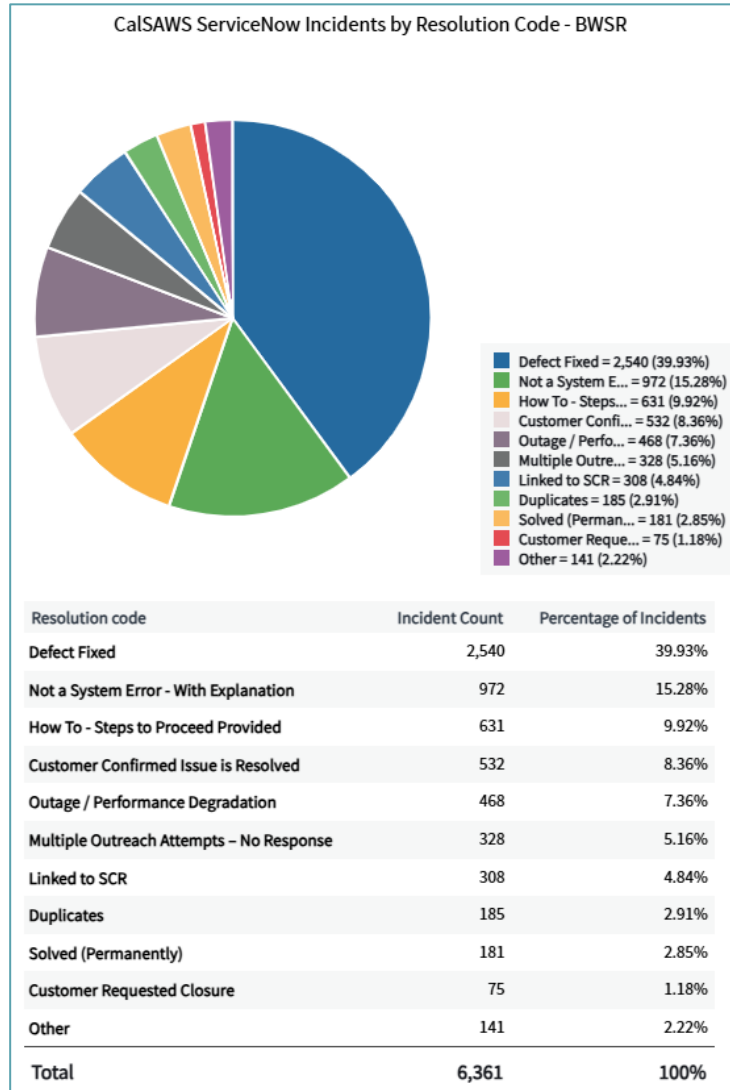


Figure 4.1.10: CalSAWS ServiceNow Incidents by Resolution Code

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

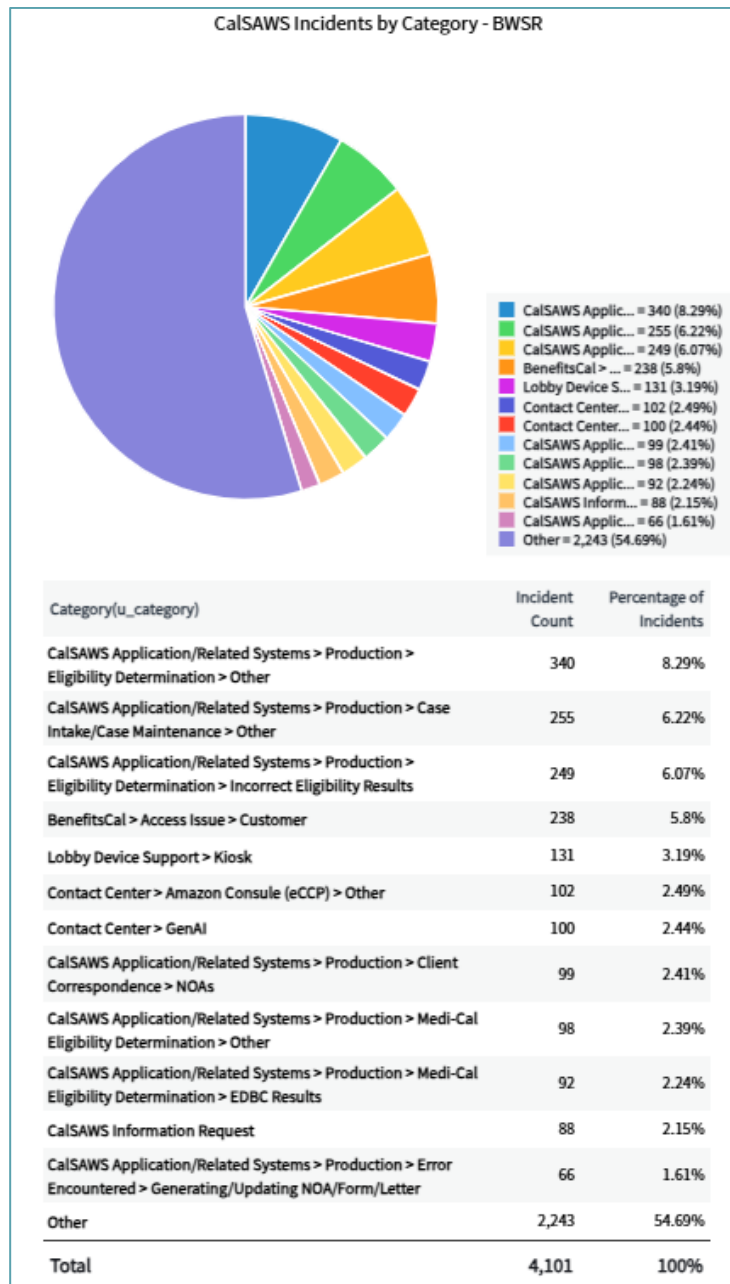


Figure 4.1.11: CalSAWS ServiceNow Incidents Created by Category

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

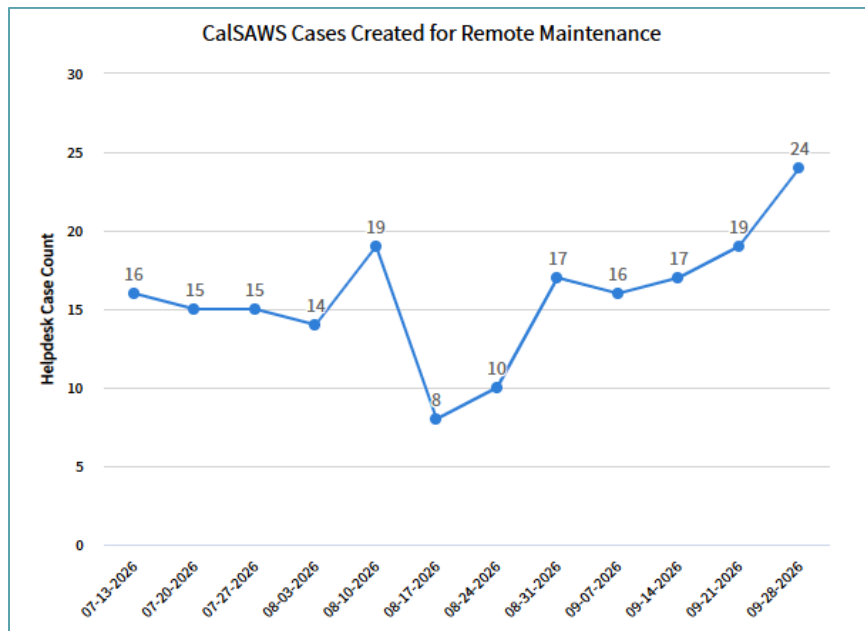


Figure 4.1.12: CalSAWS ServiceNow Cases Created for Remote Maintenance

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

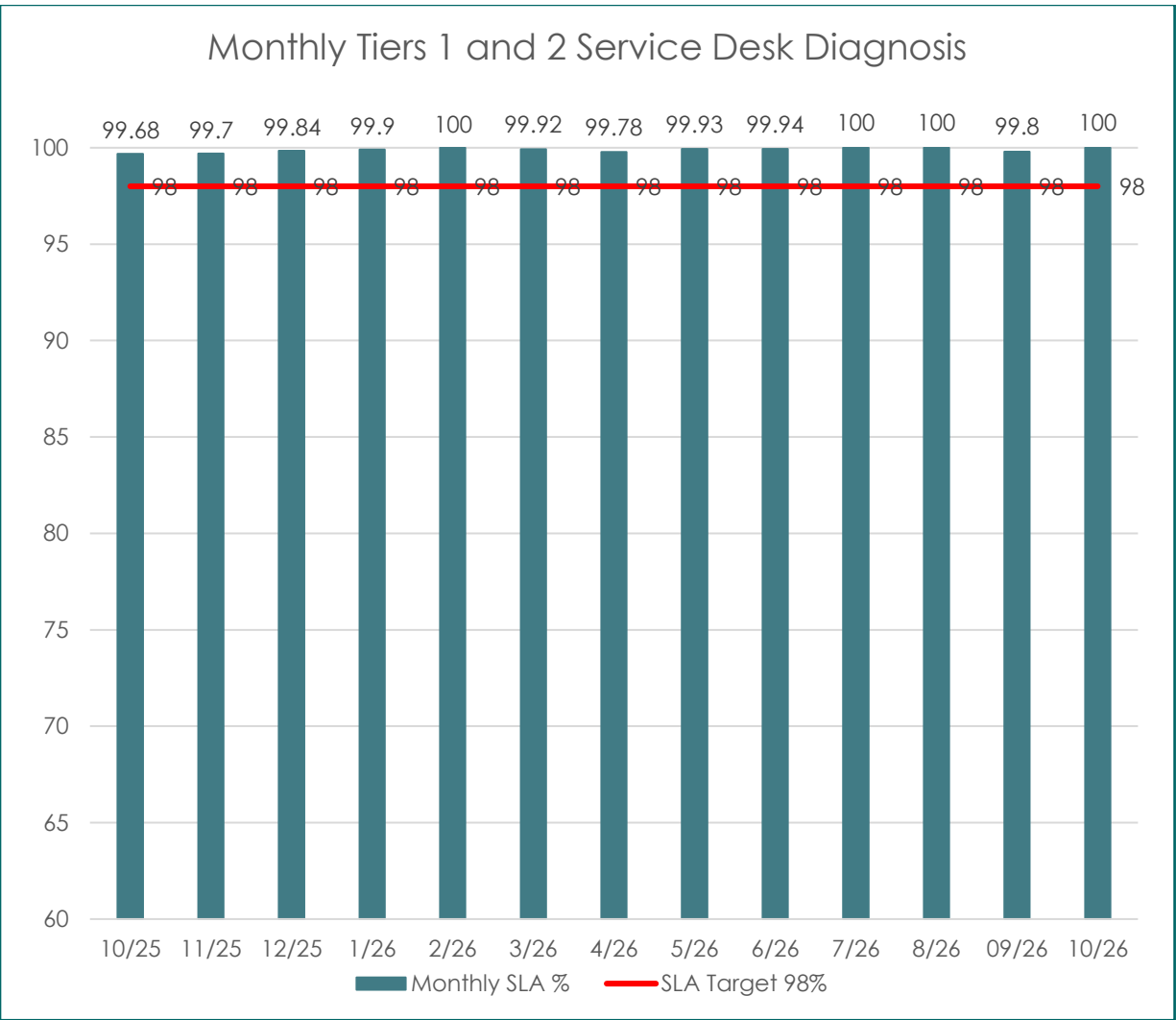


Figure 4.1.13: CalSAWS Monthly Tiers 1 and 2 Service Desk Diagnosis SLA Compliance

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

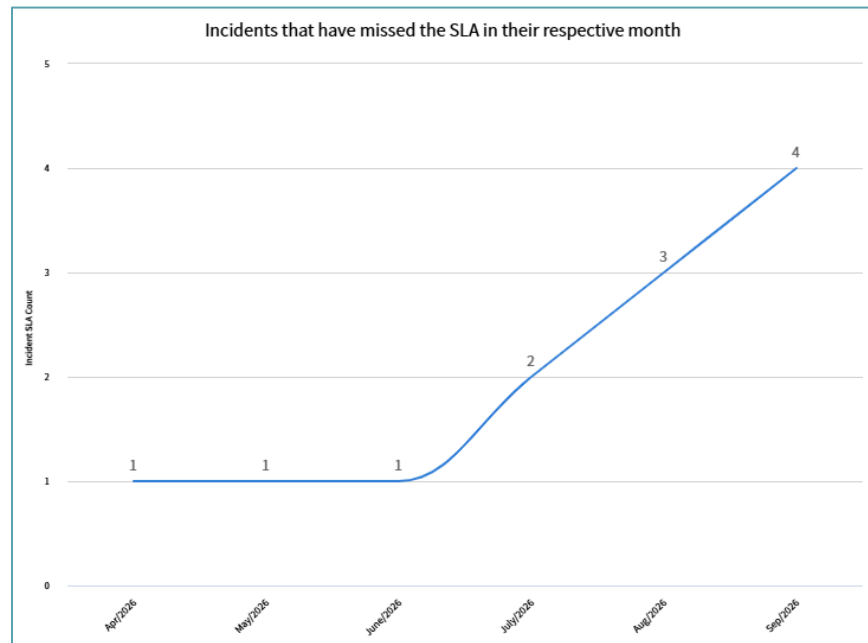


Figure 4.1.14: Incidents that have missed the Service Level Agreement (SLA) in their respective months

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 October MTD.

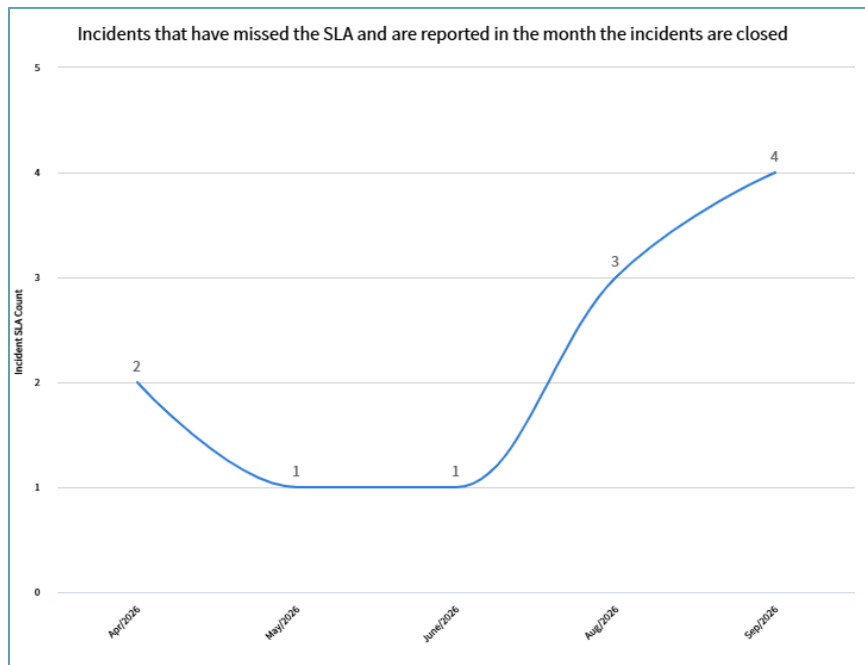


Figure 4.1.15: Incidents that have missed the SLA and reported in the month incidents are closed.

4.1.2 BenefitsCal Technical Service Desk Metrics

Information related to the BenefitsCal Technical Service Desk follows.

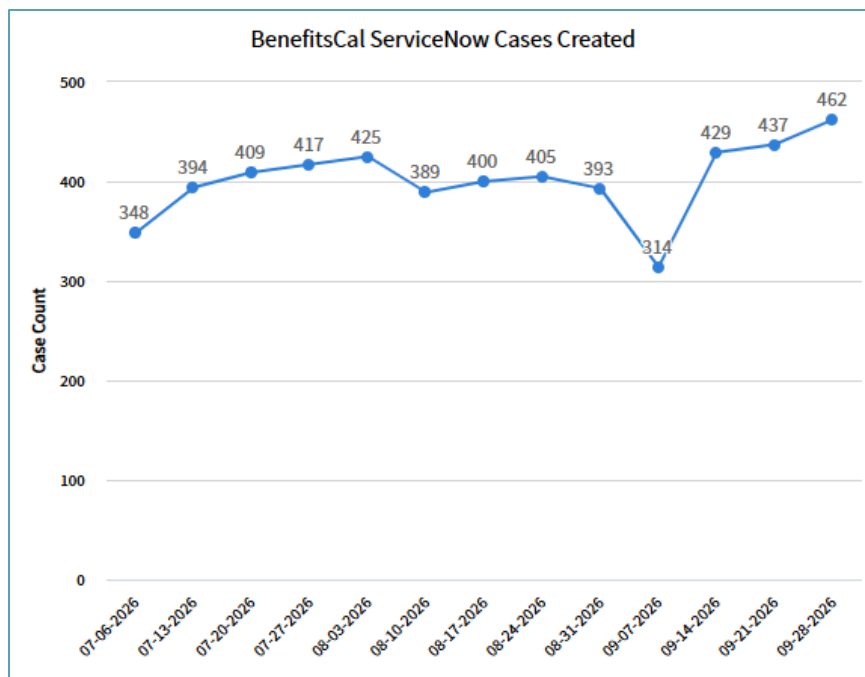


Figure 4.1.2-4.1.16: BenefitsCal ServiceNow Cases Created

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.

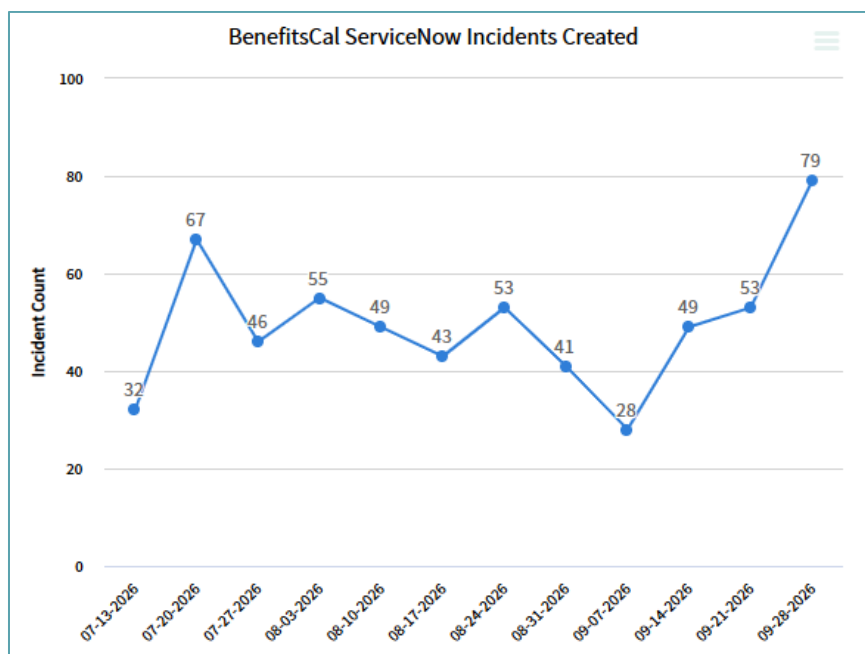


Figure 4.1.2-4.1.17: BenefitsCal ServiceNow Incidents Created

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.

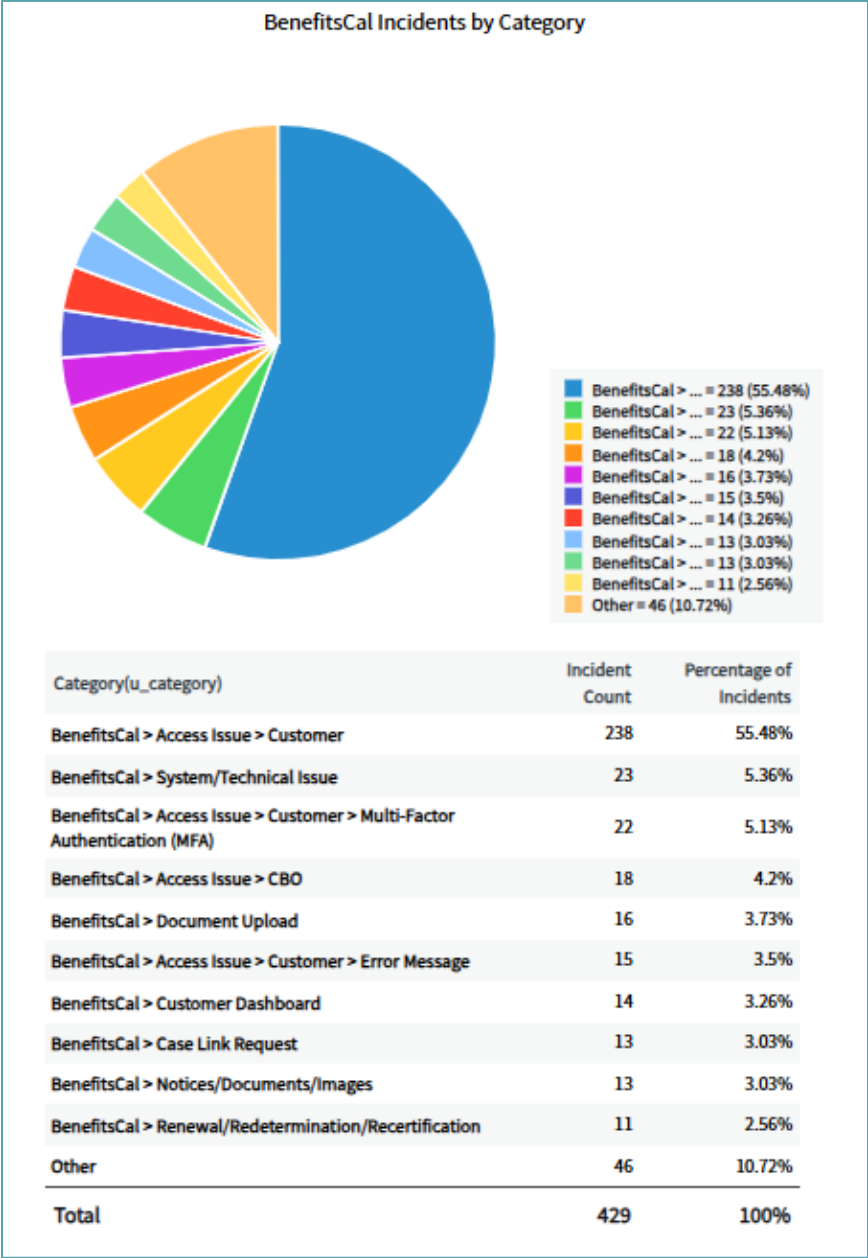


Figure 4.1.2-4.1.18 BenefitsCal ServiceNow Incidents Created by Category

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 2.5 percent (2.5%) 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
N/A	N/A	N/A	N/A

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	16
Infra DBA	2
Infra GAGR (Client Correspondence)	4
Infra GenAI	1
Infra ServiceNow	11
Infra Tech Arch	1
Infra Tech Ops	1
Total	37

Table 4.2-2: Infrastructure Production Defects

Jira ID	Created	Infra Team	Description	Status
CA-306229	10/2/2026	Infra GenAI	Call Summary – Some queues missing GenAI config	In Development
CA-306159	9/30/2026	Infra Tech Ops	Higher Message Volume in Topics on 09/30/2026	New
NOW-1547	9/25/2026	Infra ServiceNow	ENV access request says "Offshore = No" for county users (unvalidated)	Documenting
NOW-1546	9/25/2026	Infra ServiceNow	Duplicate notifications on Incident update/comment	Documenting
CA-305879	9/24/2026	Infra Contact Center	Call Summary KPI dataset to use Pacific time	In Development
CA-305652	9/18/2026	Infra Contact Center	Stanislaus – CCPSupervisor cannot access transcripts	Test Complete
CA-305621	9/17/2026	Infra Contact Center	26.09.10 Snyk Scan – ca_connect_lambda, ca_ivr, ca_ivr_legacy	System Test
CA-305617	9/17/2026	Infra Contact Center	eCCP Agent Profile Hierarchy value incorrectly populates	Assigned
CA-305610	9/17/2026	Infra Contact Center	26.09.10 Snyk Scan – ca_connect_eccp_backend	Test Complete
CA-305606	9/17/2026	Infra Contact Center	26.09.10 Snyk Scan – ca_connect_eccp_frontend	Test Complete
CA-305587	9/16/2026	Infra Contact Center	Butte County CW worker look up	In Development

Jira ID	Created	Infra Team	Description	Status
CA-305443	9/11/2026	Infra Contact Center	Contact History in eCCP occasionally missing history	Assigned
CA-305371	9/9/2026	Infra Contact Center	LA County Real-Time Queue Statistics showing blank screen when searching.	Test Complete
GAGR-1058	9/4/2026	Infra GAGR (Client Correspondence)	Verifications are displaying on the CSC-35 for a person that is not in GAGR	Assigned
CA-305198	9/3/2026	Infra Contact Center	Closed Prompt Needs to be Updated	Test Complete
CA-305062	9/1/2026	Infra DBA	Issuances Threads JB00F4XX ran longer on 08/31 batch run	New
CA-304984	8/28/2026	Infra Contact Center	Call Log page does not load when navigating eCCP	Test Complete
GAGR-1052	8/25/2026	Infra GAGR (Client Correspondence)	Fresno: Rules/Regulations are not deleting properly when disassociated from a NOA via CC Maintenance	Assigned
CA-304695	8/21/2026	Infra Contact Center	Caller Profile – Contact History results are incorrect	Test Complete
GAGR-1049	8/21/2026	Infra GAGR (Client Correspondence)	SCL County: Missing Data Group for NOA GA 101 – Reason Code XAF431	Assigned
CA-304647	8/20/2026	Infra DBA	Production BicSUITE loading slower post Exadata Migration	New
CA-304449	8/18/2026	Infra Contact Center	Data Mismatch Between Quick and Connect	In Development
CA-304100	8/10/2026	Infra Tech Arch	PO56F403: Ventura County Cash File Generated as 0-Byte File Due to Upload Failure	New
NOW-1530	8/7/2026	Infra ServiceNow	Roster: unable to update department (as CPMO)	Documenting
CA-303744	7/31/2026	Infra Contact Center	Los Angeles – Supervisor Email Notifications are not being sent	Test Complete
CA-303682	7/30/2026	Infra Contact Center	Issue with Nuance Rekey lambda	In Development
GAGR-1031	6/29/2026	Infra GAGR (Client Correspondence)	GA-QR7 BRM Page not generating with Report	In Development
NOW-1514	6/25/2026	Infra ServiceNow	System auto-Cancelling already cancelled RITM	Done
NOW-1503	6/1/2026	Infra ServiceNow	Dashboards NEXT Interface issue	Documenting
NOW-1489	4/6/2026	Infra ServiceNow	Performance Analytics visibility defect (breakdown related?)	Documenting
NOW-1484	3/23/2026	Infra ServiceNow	Roll on/Roll off messaging still includes Accenture PMO	Done

Jira ID	Created	Infra Team	Description	Status
CA-297406	1/30/2026	Infra Cloud Ops	Make the SCATL call through intranet as the current call goes through Internet via APIGateway	New
NOW-1465	1/28/2026	Infra ServiceNow	AWS SSO request template is broken (RITM0101847)	In Progress
NOW-1464	1/28/2026	Infra ServiceNow	ServiceNow Functionality Issues (RITM0101260)	Closed
CA-295541	11/3/2025	Infra Contact Center	Agent Daily Statistics Not Populating in ECCP Agent Management Tab	Test Complete
NOW-1452	10/8/2025	Infra ServiceNow	POA&M ACLs / List Edit lock down	To Do
NOW-1433	8/1/2025	Infra ServiceNow	ENV access request: verbiage removal	Done

4.3 Technical Infrastructure Support

This section includes information related to Infrastructure maintenance and deployments performed by the Infrastructure Team along with the planned outage calendar.

4.3.1 Maintenance

The following tables list the completed maintenance and plan upcoming maintenance.

Table 4.3.1-1: CalSAWS Completed Maintenance

DATE (s)		ACTIVITY DESCRIPTION
9/21/2026	9/22/2026	Marin County IOS Upgrade for County Cisco device from IOS current version 17.15.05 to 17.15.06 (Primary and Secondary)
9/21/2026	9/22/2026	Madera County IOS Upgrade for County Cisco device from IOS current version 17.15.05 to 17.15.06 (Primary and Secondary)
9/21/2026	9/22/2026	STANDARD – Weekly AWS AMI creation Change and Security Updates – Monday (September 21)
9/21/2026	9/22/2026	San Mateo County IOS Upgrade for County Cisco device from IOS current version 17.15.05 to 17.15.06
9/21/2026	9/22/2026	San Luis Obispo County IOS Upgrade for County Cisco device from IOS current version 17.15.05 to 17.15.06

DATE (s)		ACTIVITY DESCRIPTION
9/21/2026	9/22/2026	coreapp-sandbox: Upgrade Sandbox Jira from LTS 11.3.5 to LTS 11.3.11
9/21/2026	9/21/2026	Standard Change: ForgeRock DEV DR Release 26.09.21
9/21/2026	9/25/2026	Apply CIS Control IDs 4726 and 12884 to Tuesday Linux patching groups
9/22/2026	9/22/2026	Standard Change: CalSAWS (Wordpress) Lower Environment Website Update
9/22/2026	9/23/2026	Apply the latest Linux patches to GAGR Dev-Test (September)
9/22/2026	9/22/2026	STANDARD – Weekly Linux Environment Patching – Tuesday 18:30 – 21:00 (September 22)
9/23/2026	9/28/2026	Claim New TFN Numbers for Contact Center Yolo Training Account for EPA
9/23/2026	9/24/2026	NXOS Upgrade of LA3 Cisco devices from version 10.6(3) to 10.6(4) M
9/23/2026	9/30/2026	Set Claude Apps Gateway for AI POC in Coreapp-Sandbox
9/23/2026	9/29/2026	LCA Call Summarization deployment for Yuba county training account Group-3B
9/23/2026	9/29/2026	LCA Call Summarization deployment for Tulare county training account Group-3B
9/23/2026	9/23/2026	Modify group policy for the Do not allow storage of passwords and credentials for network authentication setting
9/23/2026	9/30/2026	Upgrade Confluent application from v7.8.4 to v7.9.9 in ONE Environment in coreapp-development (#650244008899)
9/23/2026	9/29/2026	LCA Call Summarization deployment for Sutter county training account Group-3B
9/23/2026	9/30/2026	Upgrade WebLogic Server from 14.1.1/JDK 11 to 14.1.2/JDK 21 in ONE Environment
9/23/2026	9/24/2026	IOS Upgrade for LA3(Data Center Zones) Devices from IOS Current Version 17.15.5 to 17.15.6
9/23/2026	9/30/2026	DB instances decommission in Coreapp-development
9/23/2026	9/29/2026	CSPM Report Cleanup: ECS task definitions should have a logging configuration
9/23/2026	9/29/2026	CSPM Report Cleanup: ECS task definitions should configure containers to be limited to read-only access to root filesystems

DATE (s)		ACTIVITY DESCRIPTION
9/23/2026	9/25/2026	Whitelist .cloud.microsoft to all offshore firewall rules (RITM0122161)
9/23/2026	9/25/2026	SHIP Report Cleanup: ASG Launch Configurations to Require IMDSv2 – forgerock-staging
9/23/2026	9/29/2026	Create AWS Lambda and API Gateway(HTTP API) to support user management functionality and decom unused Event hook infrastructure in coreapp-development
9/23/2026	9/25/2026	Create Scheduler to trigger "AWS GLUE ETL Jobs" in Sharedfunctions Account – Nonprod
9/23/2026	9/24/2026	Apply the latest Linux patches to GAGR Perf – September
9/23/2026	9/23/2026	STANDARD – Weekly Linux Environment Patching – Wednesday 18:30 – 22:30 (September 23)
9/23/2026	9/25/2026	Okta secrets creation – OCAT – UAT, Train, Staging
9/23/2026	9/23/2026	Removal of old SNMP config from network devices
9/23/2026	9/25/2026	SHIP Report Cleanup: Enable IMDSv2 Support for EC2 Instances – coreapp-production-tools
9/23/2026	9/25/2026	SHIP Report Cleanup: Enable IMDSv2 Support for EC2 Instances – coreapp-production-shared-services
9/23/2026	9/23/2026	Per CiS control id 4421 – Disabling "ip ftp source-interface loopback" on 2 LA3 devices
9/23/2026	9/25/2026	IAM Access Keys Need To Be Rotated every 90 days (RITM0117273)
9/23/2026	10/2/2026	Fix CSPM Finding – S3 general purpose buckets should block public access – Contactcenter-Training & enforce SSL policy
9/23/2026	9/28/2026	Decommission 2 unused Python Lambda functions – analytics-production-la
9/23/2026	10/2/2026	IAM Access Keys Need To Be Rotated every 90 days (RITM0117273)
9/23/2026	9/25/2026	Drop invalid requests coming to ALB of CalSAWS application – DEV/SYS environments
9/23/2026	9/25/2026	Per CIS CID 4427 Recommendation, disabling Proxy ARP on Cisco Devices
9/23/2026	9/24/2026	Disable weak TLSv.1.2 cipher suites on SV1 and LA3 F5 and ASA devices
9/23/2026	9/25/2026	Decommission Oracle Database EC2 instances after successful migration to Exadata.

DATE (s)		ACTIVITY DESCRIPTION
9/23/2026	9/28/2026	Change Virtual Server settings for PAT-to-158.96.1.194 to correct CDT server connection timeouts
9/23/2026	9/30/2026	CSPM Report Cleanup: Lambda function policies should prohibit public access
9/24/2026	9/24/2026	Disaster Recovery (DR) first dry run 9/24/2026
9/24/2026	9/25/2026	Patch Cisco FTD to resolve "High" vulnerability.
9/24/2026	9/24/2026	Standard Change: CalSAWS (WordPress) Production Website Plugin Updates
9/24/2026	9/29/2026	CSPM Report Cleanup: S3 general purpose buckets should block public access – OCAT-Training
9/24/2026	10/2/2026	Drop invalid requests coming to ALB of CalSAWS application – coreapp-staging environments
9/24/2026	9/25/2026	Upgrade DynaTrace Agent Version on Non-prod Static EC2 Instances
9/24/2026	9/24/2026	STANDARD – Weekly Linux Environment Patching – Thursday 18:30 –20:30 (September 24)
9/24/2026	9/25/2026	Apply the latest Linux patches to GAGR UAT/TRN – September
9/24/2026	9/24/2026	CalSAWS Priority Release 26.09.24
9/24/2026	9/29/2026	CSPM Report Cleanup: S3 general purpose buckets should block public access – OCAT-Prod
9/24/2026	10/2/2026	Drop invalid requests coming to ALB of CalSAWS application – coreapp-county environments
9/24/2026	10/2/2026	Drop invalid requests coming to ALB of CalSAWS application – coreapp-training environments
9/24/2026	9/24/2026	Edit GPO Windows Update-HYPERV in trusted.c-iv.mgt domain to prevent servers from auto-restart on patch Sunday
9/25/2026	9/27/2026	Windows Server Updates – September 2026
9/25/2026	9/28/2026	ECR: Update "cPROD-sendSMSMessage" to point to "AWS End User Messaging" from PinPoint
9/25/2026	9/25/2026	Standard Change: ForgeRock Staging Environment Build 26.09.25
9/25/2026	9/26/2026	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.

DATE (s)		ACTIVITY DESCRIPTION
9/25/2026	9/26/2026	Revalidate Calsaws.net Domain within Digicert so we can Renew/Issue certs to Calsaws.net Domain and Sub Domains.
9/25/2026	9/25/2026	Standard Change: ForgeRock Dev Release 26.09.25
9/25/2026	9/26/2026	Increase the minimum domain password length from 8 to 15 characters for the CalACES.org and ad.CalSAWS.org domain.
9/25/2026	9/25/2026	STANDARD – Weekly Linux Environment Patching – Friday 18:30 –22:30 (September 25)
9/25/2026	9/25/2026	CalSAWS Priority Release 26.09.25
9/25/2026	9/26/2026	Update AD Manager Plus Build to latest version
9/25/2026	9/30/2026	Decommission Oracle Database EC2 instances after successful migration to Exadata for PROD/DR
9/25/2026	9/26/2026	Velocloud upgrade at Gold River office
9/25/2026	9/25/2026	Velocloud upgrade at LA3
9/25/2026	9/27/2026	ECR: Delete EC2 user data from Cisco AWS instances to address PenTest findings
9/25/2026	10/1/2026	Windows Server Updates – September 2026
9/25/2026	9/28/2026	CSPM Report Cleanup: EC2 Transit Gateways should not automatically accept VPC attachment requests
9/25/2026	9/25/2026	Monthly Equinix LA-3 OS patching – September 25
9/25/2026	9/26/2026	ForgeRock Security Production Release 26.09.25
9/26/2026	9/27/2026	July 2026 patching on coreapp-prod Oracle Enterprise Manager and agents
9/26/2026	9/26/2026	IOS Upgrade for GRWLC001 and GRWLC002 – 17.15.6
9/26/2026	9/26/2026	STANDARD – Weekly Linux Environment Patching – Saturday 13:30 – 23:00 (September 26)
9/26/2026	9/26/2026	CalSAWS Priority Release 26.09.26
9/27/2026	9/27/2026	July 2026 Oracle DB RU 19.32.0.0.0 patching on Exadata Prod , Prod Adhoc/EDR , Prod Apex , Prod Training ,Bicsuite
9/27/2026	9/27/2026	enable global clusters to us-east-1 for prod misc rds database
9/27/2026	9/27/2026	ForgeRock Security DR Production Release 26.09.27
9/27/2026	9/27/2026	Terminate ForgeRock PROD Non-Live Stack EC2 Instances
9/27/2026	9/27/2026	Apply the latest Linux patches to EC2 instances in the OracleDBInfra account – September
9/27/2026	9/27/2026	Monthly OS Patching of Production Analytics Linux EC2 instances

DATE (s)		ACTIVITY DESCRIPTION
9/27/2026	9/27/2026	Exchange Failover (SV1 to LA3)
9/27/2026	9/27/2026	NTP servers ami refresh in shared services – September 27
9/27/2026	9/27/2026	Monthly Instance refresh for AutoScale SMTP – September. 27
9/27/2026	9/27/2026	Monthly Patching – cPROD-Confluent – September 27
9/27/2026	9/27/2026	Monthly Equinix SV-1 OS patching – September 27
9/27/2026	9/27/2026	Cleanup of Old/Inactive WebLogic patches from .patch_storage in coreapp-prod and DR
9/27/2026	9/27/2026	Apply the latest Linux patches to GAGR PROD/DR – September
9/28/2026	9/29/2026	STANDARD – Weekly AWS AMI creation Change and Security Updates – Monday (September 28)
9/28/2026	9/28/2026	Standard Change: ForgeRock DEV DR Release 26.09.28
9/28/2026	10/2/2026	Set SELinux to enforcing mode on sandbox RHEL8 EC2 instances
9/29/2026	9/30/2026	ECR: Set version for Fortinet WAF rule in all coreapp Dev. Staging, County, Training and Prod.
9/29/2026	9/29/2026	Standard Change: CalSAWS (Wordpress) Lower Environment Website Update
9/29/2026	9/29/2026	ECR: Critical Issue EX93 – Cluster hangs/evictions occur after RoCE/InfiniBand port fail back running Exadata Guest Image versions 25.x or 26.x
9/29/2026	9/29/2026	STANDARD – Weekly Linux Environment Patching – Tuesday 18:30 – 21:00 (September 29)
9/29/2026	9/29/2026	CalSAWS Priority Release 26.09.29
9/29/2026	9/30/2026	Fix Qualys QID 82058 ICMP Based TCP Reset Denial of Service Vulnerability
9/30/2026	9/30/2026	5G Upgrade (hot cut) and Velocloud upgrade at Site 13004 (Imperial)
9/30/2026	9/30/2026	5G Upgrade (hot cut) and Velocloud upgrade at Site 13010 (Imperial)
9/30/2026	10/2/2026	Upgrade Microsoft Entra Connect (AAD Connect Sync) to the latest version for (AWSADC801.calaces.org) in DR.
9/30/2026	10/2/2026	Fix Snyk vulnerabilities for ALB Invalid Headers in Coreapp-Staging
9/30/2026	10/1/2026	Decommission of STG-PUT-PAT-MainDB1 (339650810458)

DATE (s)		ACTIVITY DESCRIPTION
9/30/2026	10/2/2026	Update Security Group Outbound Rule for New Adobe LTS Server in workspaces-development-offshore
9/30/2026	10/2/2026	Enable connectivity to Neptune RDS for Offshore Workspaces
9/30/2026	10/1/2026	Update Web site cert (awsfdc804.calaces.org) in DR
9/30/2026	10/2/2026	CSPM Report Cleanup: Resource is missing Firewall Manager managed web ACL or web ACL has invalid configuration
9/30/2026	10/2/2026	Enable bidirectional connectivity between AT-DB1 and DevSys Exadata
9/30/2026	10/2/2026	CSPM Report Cleanup: Enable actions for CloudWatch alarms (childcare-production-frontend)
9/30/2026	9/30/2026	Frontier 100M circuit handoff (hot cut) and Velocloud upgrade at Site 36006
9/30/2026	10/1/2026	Update Web site cert (awsfdc803.calaces.org) in DR
9/30/2026	10/2/2026	CSPM Report Cleanup: Account does not have AWS config enabled in the region
9/30/2026	10/2/2026	Create a Defender Unified RBAC role for Security Team to review and process email incidents.
9/30/2026	10/2/2026	Enable SNS Topic Encryption Flagged in SHIP report for analytics-development account
9/30/2026	10/2/2026	Fix Snyk vulnerabilities for ALB Invalid Headers in Analytics-Production
9/30/2026	10/2/2026	Whitelist auth0 and idp URLs for offshore workspaces (#248969292625)
9/30/2026	10/2/2026	IOS Upgrade for SV1 (Data Center Zones) Devices from IOS Current Version 17.15.4 to 17.15.6
9/30/2026	10/2/2026	NXOS Upgrade of SV1 Cisco devices from version 10.3(8)M to 10.3.(10)M
9/30/2026	10/2/2026	Upgrade Cisco ASA SV1VPN001 to Address Vulnerabilities
9/30/2026	10/2/2026	Secrets to store AT8 and SYS8 ODB credentials for analytics application
9/30/2026	10/2/2026	CSPM Report Cleanup: Ensure the default security group of every VPC restricts all traffic
9/30/2026	10/2/2026	Standardize and centralize resource tags in AT environments in coreapp-development
9/30/2026	9/30/2026	Decommission of unused Golden Gate EC2 instance in OracleDBInfra account

DATE (s)		ACTIVITY DESCRIPTION
9/30/2026	9/30/2026	Add additional 100GB EBS volume to POC servers in Coreapp Sandbox account
9/30/2026	9/30/2026	STANDARD – Weekly Linux Environment Patching – Wednesday 18:30 – 22:30 (September 30)
9/30/2026	9/30/2026	CalSAWS Priority Release 26.09.30
9/30/2026	9/30/2026	IOS Upgrade for AWSWLC001 – 17.15.6
9/30/2026	10/2/2026	LA3 Cisco Nexus SSH Hardening – TVM
9/30/2026	10/2/2026	Change Name tag of OEL7 & ZDM EC2 instances in coreapp prod & OracleDBInfra accounts to reflect their actual function
9/30/2026	10/2/2026	Create CloudWatch alarms and enable notifications for Validation-Service and Nudge SQS queues
9/30/2026	10/2/2026	CSPM Report Cleanup: Enable actions for CloudWatch alarms (contactcenter-production-tools)
9/30/2026	9/30/2026	Humboldt County: Integration testing for site 12003
9/30/2026	9/30/2026	TPx (ISP Vendor) Juniper firmware upgrade: SV1
9/30/2026	10/2/2026	Update CARES Global Cluster code to match current values set in the AWS Console
9/30/2026	10/2/2026	Allow SSH traffic from the CalSAWS Global Protect vpn user network to Bitbucket cloud
9/30/2026	10/2/2026	Decommission S3 bucket calsaws-s3-coreapp-prod-training-db-backups
10/1/2026	10/1/2026	Disaster Recovery (DR) second dry run 10/01/2026
10/1/2026	10/1/2026	Splunk Enterprise Security (ES) – Tuning – Risk Threshold Exceeded for Object Over 24 Hour Period Rule Logic – 10/1/26
10/1/2026	10/1/2026	Create Entra App for ServiceNow to interface with Microsoft Intune.
10/1/2026	10/1/2026	Upgrade DynaTrace Agent Version on ForgeRock base EC2 instance
10/1/2026	10/4/2026	Install jobexecutor patch from Bicsuite vendor to prevent potential error in batch execution – DR
10/1/2026	10/1/2026	Standard Change: ForgeRock AT Release 26.10.01
10/1/2026	10/1/2026	Standard Change: ForgeRock Staging Environment Build 26.10.01
10/1/2026	10/1/2026	Decommission cTRef-MainDB1 and LinuxPatch3-OEL7 in sandbox account

DATE (s)		ACTIVITY DESCRIPTION
10/1/2026	10/1/2026	Standard Change: CalSAWS (WordPress) Production Website Plugin Updates
10/1/2026	10/1/2026	STANDARD – Weekly Linux Environment Patching – Thursday 18:30 –20:30 (October 1)
10/1/2026	10/1/2026	CalSAWS Priority Release 26.10.01
10/1/2026	10/1/2026	Decommission CALSAWS-SPRINGBOOT-AL2023-SELinux and CALSAWS-DBA-RHEL8 in sandbox account
10/1/2026	10/1/2026	ServiceNow Release 26.10.01
10/1/2026	10/1/2026	Cisco Firewall Mgmt. Centers (FMC) certificate renewal
10/2/2026	10/2/2026	5G Upgrade (hot cut) and Velocloud upgrade at Site 12003 (Humboldt)
10/2/2026	10/2/2026	Standard Change: ForgeRock AT DR Release 26.10.02
10/2/2026	10/3/2026	ECR: Apply 2509 Hotfix Rollup to SCCM (System Center Configuration Manager) .
10/2/2026	10/2/2026	Standard Change: ForgeRock Dev Release 26.10.02
10/2/2026	10/2/2026	STANDARD – Weekly Linux Environment Patching – Friday 18:30 –22:30 (October 2)
10/2/2026	10/2/2026	ECR: Backout CA-301419 – Password Min Length back to 8 from 15 characters
10/3/2026	10/4/2026	September 2026 Monthly Exadata OS Image Update Patch on Online Perf Database Hosts – operf-tq6je1 & operf-tq6je2
10/3/2026	10/3/2026	coreapp-production-tools: Upgrade CALSAWS PROD Jira from LTS 11.3.5 to LTS 11.3.11 LTS
10/3/2026	10/4/2026	September 2026 Monthly Exadata OS Image Update Patch on Development and System test Database Hosts – sysdb-owgxj1 & sysdb-owgxj2
10/3/2026	10/4/2026	September 2026 Monthly Exadata OS Image Update Patch on development AT, CH, UT, ST, CC Database Hosts – atsysdb-pt8sz1 & atsysdb-pt8sz2
10/3/2026	10/3/2026	STANDARD – Weekly Linux Environment Patching – Saturday 13:30 – 23:00 (October 3)
10/4/2026	10/4/2026	Disaster Recovery (DR) test on 10/4/2026
10/4/2026	10/4/2026	September 2026 Monthly Exadata OS Image Update Patch on staging, adhoc weekly, adhoc monthly database Host
10/4/2026	10/4/2026	September 2026 Monthly Exadata OS Image Update Patch on batperf2 database Host

Table 4.3.1-2: CalSAWS Upcoming Maintenance

DATE (S)		ACTIVITY DESCRIPTION
10/5/26	10/6/26	STANDARD – Weekly AWS AMI creation Change and Security Updates – Monday (October 5)
10/5/26	10/5/26	Standard Change: ForgeRock DEV DR Release 26.10.05
10/5/26	10/5/26	5G Upgrade (hot cut) and Velocloud upgrade at Site 23001 (Mendocino)
10/5/26	10/9/26	Set SELinux to enforcing mode on RHEL8 EC2 instances in ONE environment
10/5/26	10/9/26	Apply CIS Control IDs 4726 and 12884 to Wednesday Linux patching groups
10/6/26	10/6/26	Standard Change: CalSAWS (Wordpress) Lower Environment Website Update
10/6/26	10/6/26	5G Upgrade (hot cut) and Velocloud upgrade at Site 35004 (San Benito)
10/6/26	10/6/26	STANDARD – Weekly Linux Environment Patching – Tuesday 18:30 – 21:00 (October 6)
10/7/26	10/7/26	Retro: Create a new FR/Okta login for OCAT user
10/7/26	10/9/26	Update WAF API KMS Key to use new SSO Full Admin role instead of old SSO Accenture Admin role in coreapp-development
10/7/26	10/9/26	CSPM Report Remediation: Enable Encryption at Rest for Amazon SQS Queues in Non-Prod Accounts
10/7/26	10/9/26	Datadog Cross-Account Integration Role Lacks an External ID(Custom_Datadog_AWS_Integration): PenTest Defect CA-305925 – analytics-development
10/7/26	10/9/26	Update the IAM role policy to grant permission to update the Lambda function
10/7/26	10/9/26	Enable offshore access to Napa County Non-Prod Call Center URL
10/7/26	10/9/26	Grant Deloitte offshore team access to blazemeter website from Amazon workspace (248969292625)
10/7/26	10/9/26	Add environment variables to functions in GAGR Perf
10/7/26	10/9/26	Grant access to Security Agent hosted in coreapp-sandbox to AT1/AT6 SCATL ALBs
10/7/26	10/9/26	Create new environment variable for texting services in all AT environments – Okta (RITM0122901)
10/7/26	10/10/26	Create new empty PostgreSQL RDS DB in coreapp-sandbox (883685621503) to be used by SonarQube
10/7/26	10/7/26	STANDARD – Weekly Linux Environment Patching – Wednesday 18:30 – 22:30 (October 7)
10/7/26	10/9/26	Upgrade Microsoft SQL Server 2016 SP3 to SQL Server 2022 on the county SCCM server PDCSCPS01.

DATE (S)		ACTIVITY DESCRIPTION
10/7/26	10/9/26	Update kinesis trigger to "agent-post-processor" lambda across production county account – Prod
10/7/26	10/8/26	Decommission old misc rds cluster in coreapp-prod
10/7/26	10/7/26	Velocloud upgrade at SV1
10/7/26	10/9/26	CSPM Report Cleanup: S3 general purpose buckets should block public access – production buckets
10/7/26	10/9/26	CSPM Report Cleanup: Enable DynamoDB Standard "Backup Plan, Deletion Protection & PITR" – prod
10/7/26	10/9/26	Set up connectivity between db password reset tool and Prod Exadata VMs
10/7/26	10/9/26	Create AWS secret for Okta and add environment variables to GAGR functions in GAGR UAT
10/8/26	10/10/26	Coreapp-sandbox: Upgrade Sandbox Bitbucket from LTS 10.2.5 to LTS 10.2.7
10/8/26	10/9/26	SandBox: Upgrade Jenkins from 2.568.1 to 2.568.3 on Sandbox-Jenkins
10/8/26	10/8/26	User Management Tool – Okta migration
10/8/26	10/8/26	Standard Change: ForgeRock Staging Environment Build 26.10.08
10/8/26	10/8/26	Standard Change: ForgeRock AT Release 26.10.08
10/8/26	10/8/26	Standard Change: CalSAWS (WordPress) Production Website Plugin Updates
10/8/26	10/8/26	STANDARD – Weekly Linux Environment Patching – Thursday 18:30 –20:30 (October 8)
10/8/26	10/8/26	CA-303299 Sutter – Email Domain Name Change
10/8/26	10/8/26	SHIP Report Cleanup: Enable IMDSv2 Support for EC2 Instance.
10/9/26	10/10/26	Upgrade Artifactory (JFrog) in coreapp-sandbox and coreapp-development from v7.161.20 to v7.161.29 to remediate critical vulnerability
10/9/26	10/9/26	Standard Change: ForgeRock AT DR Release 26.10.09
10/9/26	10/9/26	Standard Change: ForgeRock Dev Release 26.10.09
10/9/26	10/9/26	STANDARD – Weekly Linux Environment Patching – Friday 18:30 –22:30 (October 9)
10/9/26	10/10/26	ForgeRock Security Production Release 26.10.09
10/10/26	10/11/26	Sonar Aurora Postgres RDS database upgrade from Postgres version 14.22 to 15.17 in coreapp-production-tools (#271562797580)
10/10/26	10/10/26	ServiceNow [CSM-TEST] Security Patch: Install Zurich Patch 12 W39 on SNC Instance – calsawstest
10/10/26	10/10/26	ServiceNow [CSM-TRAINING] Security Patch: Install Zurich Patch 12 W39 on SNC Instance – calsawstraining

DATE (S)		ACTIVITY DESCRIPTION
10/10/26	10/10/26	ServiceNow [CSM-DEV] Security Patch: Install Zurich Patch 12 W39 on SNC Instance – calsawsdev
10/10/26	10/11/26	July 2026 patching on Devoem1 Oracle Enterprise Manager and agents
10/10/26	10/10/26	Upgrade tikiwikirhel8db MySQL RDS Database from version 5.7.44 to version 8.0.46-rds.20260908
10/10/26	10/10/26	STANDARD – Weekly Linux Environment Patching – Saturday 13:30 – 23:00 (October 10)
10/11/26	10/11/26	PROD: Upgrade Apex from v21.2 to v24.2 and ORDS from v22.3 to v24.3 on coreapp-prod
10/11/26	10/11/26	Prod/DR – Update the Apache httpd.conf configuration in coreapp-prod account to fix the SCATL domain URL access issue
10/11/26	10/11/26	ForgeRock Security DR Production Release 26.10.11
10/11/26	10/11/26	GAGR CC PROD PUB PUSH and IMPLEMENTED PLAN (IP) for 10/11/26

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 26.10.01	10/01/2026
Priority Release 26.09.30	09/20/2026
Priority Release 26.09.29	09/29/2026
Priority Release 26.09.26	09/26/2026
Priority Release 26.09.25	09/25/2026
Priority Release 26.09.24	09/24/2026

4.3.3 Service Level Agreement Outcomes (Met/Missed) (CalSAWS)

There were no Infrastructure SLA misses for the reporting period.

4.3.4 CalSAWS Production Planned Outages Calendar 2026

The CalSAWS Production Planned Outages Calendar, provided in the following figure, notifies Counties of upcoming scheduled downtimes for CalSAWS Production due to releases and planned maintenance windows. The calendar is available on the CalSAWS Communication Portal under the following path including additional details on legends used:

Communications & Resources\Reference Information\Calendar\CalSAWS
Production Planned Outages Calendar\2026 folder

Legend																
Unavailable																
Reduced Availability																
Available																
Activity Description	Start Date	Start Time	End Date	End Time	CalSAWS Core	BenefitsCal	Imaging	Contact Center	ADHOC / APEX	ForgeRock	CalHeers	OCAT	Central Print	Training Production	Communication Method	Communication Sent Date
Production Maintenance	10/04/26	6:00 AM	10/04/26	11:59 PM											CIT 0164-26	9/15/2026
Adhoc Reporting Database Maintenance	10/04/26	6:00 AM	10/04/26	11:59 PM											Broadcast Email	9/24/2026
															CIT 0164-26	9/15/2026
APEX Application Maintenance	10/11/26	8:00 AM	10/11/26	5:00 PM											Broadcast Email	9/24/2026
Adhoc Reporting Database Maintenance	10/18/26	12:00 PM	10/18/26	4:00 PM											Broadcast Email	9/24/2026
															CIT 0176-26	10/1/2026
Production Maintenance	10/18/26	12:00 PM	10/18/26	6:30 PM											Broadcast Email	TBD
															CIT 0176-26	10/1/2026
Imaging (Hyland) Maintenance	10/23/26	10:00 PM	10/24/26	1:00 AM											Broadcast Email	TBD
IAM (ForgeRock) Maintenance	10/30/26	10:00 PM	10/31/26	2:00 AM											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. Will revisit the issue when the Kiosk refresh is complete for Merced.
Shasta	Shasta submitted RITM01015598 to purchase printer brackets for the County Kiosk.
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.

COUNTY	UPDATES
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

5.1 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.

Develop 1:1 DB Synchronization between CalSAWS environments and GAGR Correspondence Service [GAGR-744] is in System Test and on schedule for 26.11 Release.

6 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.

6.1 Oracle Database@AWS Migration

- Decommissioned all the non-prod and prod EC2 DB servers. AT5 is targeted by end of this week.
- Lessons Learned session scheduled to optimize the next broad-spectrum project.

6.2 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.

6.3 Contact Center Call Summary Wave Migration

- Group 1:
 - All Group 1 Counties have gone live.
- Group 2
 - 2A – Go live completed 09/04/2026.
 - 2B – Go live completed 09/18/2026.
 - 2C – Go Live completed 10/02/2026.
 - Completed Group 2 Train-the-Trainer
- Group 3:
 - 3A – In Model Office UAT.
 - 3B – Dev and Testing complete. Model Office UAT begins next week.
 - 3C – Dev begins next week.
 - Group 3 Train-the-Trainer completed 09/03/2026.
- Group 4:
 - Activities begin in October.

6.4 IAM Replacement

- API Integration development is in progress by M&E.
- Completed provisioning of Auth0 configurations to non-prod environments.
- Working on testing dates alignments with integration partners.
- Delegated Admin demos scheduled for CalSAWS and BenefitsCal.

6.5 Log of Open SCRs

The following table lists other open System Change Requests (SCR) assigned to the Infrastructure Team.

Table 7.6-1: Open SCRs

JIRA ID	CREATED	INFRA TEAM	DESCRIPTION	STATUS
CA-306232	10/2/2026	Infra Contact Center	Solano County – Lobby and External Queues	New
CA-306231	10/2/2026	Infra GenAI	Solano – Enable additional Call Summarization queues	New
CA-306221	10/1/2026	Infra Contact Center	LA County – Revise the Foster Care Hotline operator message	New
CA-306220	10/1/2026	Infra Contact Center	Contra Costa County – add additional queues for Call Summarization Phase 2	New
NOW-1550	10/1/2026	Infra ServiceNow	Integrate N-1 Compliance report into ServiceNOW SAM	Documenting
CA-306187	10/1/2026	Infra Contact Center	Annual Update of Telephonic Signature Rights and Responsibilities 2027	New
CA-306146	9/30/2026	Infra Contact Center	Monterey County office closure IVR update	New

JIRA ID	CREATED	INFRA TEAM	DESCRIPTION	STATUS
CA-306047	9/29/2026	Infra Tools	Qlik Sense and NPrinting Major Version Upgrade	New
CA-306010	9/28/2026	Infra Contact Center	Humboldt – Create new Outbound queue	New
GAGR-1065	9/28/2026	Infra GAGR (Client Correspondence)	Revisions made to 11-65 HHSA	Design in Progress
CA-305896	9/24/2026	Infra Contact Center	Amazon Quick Data Set – Dialed Phone Number and Other Amazon Connect available Attributes	New
CA-305895	9/24/2026	Infra Contact Center	LA County – LA County CSC Operations email to the Welcome Bot distribution list	Approved
CA-305878	9/24/2026	Infra Contact Center	Contact Center: Update for 2027 County Holidays	Design in Progress
CA-305866	9/24/2026	Infra Contact Center	Sonoma – Disable Post Call Survey	New
CA-305862	9/24/2026	Infra Contact Center	Santa Clara – Change IVR Routing to route to queue based on caseload, not active program	New
NOW-1543	9/22/2026	Infra ServiceNow	Update assignment groups for the following categories	Testing
CA-305709	9/21/2026	Infra Tools	Upgrade Bitbucket from 10.2.5 to 10.2.7 to address vulnerabilities	Pending Approval
NOW-1542	9/21/2026	Infra ServiceNow	ServiceNow Training Environment Data Refresh	Testing
NOW-1541	9/21/2026	Infra ServiceNow	AWS Service Graph Connector	In Development
NOW-1540	9/21/2026	Infra ServiceNow	ServiceNow enhancement suggestion	In Development
CA-305629	9/17/2026	Infra Imaging	Update OCR to retain certain MC Packet form names	New
CA-305615	9/17/2026	Infra Imaging	Leave BC doc uploads as TIF after OCR conversion	New
CA-305557	9/16/2026	Infra Tools	Update Jenkins 2.568.1 to 2.568.3 LTS to address vulnerabilities	Pending Approval
GAGR-1062	9/15/2026	Infra GAGR (Client Correspondence)	Update form SC 1097 G, SSI/SSP Referral Letter	Design in Progress
CA-305451	9/12/2026	Infra Middleware	Confluent Upgrade to v7.9	Pending Approval
CA-305450	9/12/2026	Infra Dev Ops	Perform Ansible Tower Upgrade from AAP v2.2 to v2.7 on RHEL9 OS	New

JIRA ID	CREATED	INFRA TEAM	DESCRIPTION	STATUS
GAGR-1059	9/9/2026	Infra GAGR (Client Correspondence)	Update form 11-40 HHSA	System Test
CA-305327	9/8/2026	Infra Tech Ops	Align Timeout Activity for SCATL and CalSAWS Systems	New
CA-305322	9/8/2026	Infra Contact Center	Replace non-Production / Training Contact Center DID numbers with TFN	In Development
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	System Test
NOW-1534	8/21/2026	Infra ServiceNow	AskCalSAWS Updates (2026)	Pending for Validation
GAGR-1048	8/21/2026	Infra GAGR (Client Correspondence)	Update NOA: GA 3002_34N, 1st Negligent Act	In Development
CA-304636	8/20/2026	Infra Contact Center	Santa Cruz – Disable Receiving Courtesy Call Backs on county Lobby	Test Complete
GAGR-1046	8/20/2026	Infra GAGR (Client Correspondence)	San Diego updated NOA budget components GA/GR correspondence	Design in Progress
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-304347	8/14/2026	Infra Contact Center	Amazon Quick – Update Start Date to reflect agent connect time	Test Complete
GAGR-1043	8/12/2026	Infra GAGR (Client Correspondence)	Update form GA 1098_34F, SSA Early Retirement Benefits	System Test
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	Design in Progress
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

JIRA ID	CREATED	INFRA TEAM	DESCRIPTION	STATUS
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 from ForgeRock with Okta	Pending Approval
CA-303497	7/27/2026	Security	Wave 4 CalSAWS Core – Replace IAM solution from ForgeRock with Okta	Pending Approval
CA-303496	7/27/2026	Security	Wave 3 – Replace IAM solution from ForgeRock with Okta	Pending Approval
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
CA-303276	7/21/2026	Infra Central Print	Return Mail Update to handle Medi-Cal redetermination API changes	System Test
CA-303094	7/16/2026	Infra Contact Center	Contra Costa – Holiday Calendar Update	Test Complete
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	Approved
CA-302713	7/2/2026	Infra Central Print	Return Mail Scanning – Handle multiple input files	Design in Progress
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
GAGR-1029	6/23/2026	Infra GAGR (Client Correspondence)	Orange – Update English version F063-26-12 – Repayment Agreement and add Spanish, Vietnamese, Farsi, Chinese and Korean versions.	Design in Progress

JIRA ID	CREATED	INFRA TEAM	DESCRIPTION	STATUS
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	In Development
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	System Test
CA-301245	5/21/2026	Infra Imaging	Update the Default Columns Displayed in Imaging	System Test
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-300793	5/7/2026	Infra Contact Center	Enabling Pro-Author Licensing in Amazon Quick	New
CA-300459	4/27/2026	Security	IAM Change/Design Assessment	Test Complete
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)	System Test
CA-299641	4/8/2026	Infra GenAI	Call summarization – Group 4B	Pending Approval
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	System Test
CA-299637	4/8/2026	Infra GenAI	Call summarization – Group 3A	Test Complete

JIRA ID	CREATED	INFRA TEAM	DESCRIPTION	STATUS
CA-298878	3/23/2026	Infra Imaging	County Generated Imaging Audits for C92 (All County Statewide Access) Users (Including Child Support Statewide Users)	Design in Progress
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	Test Complete
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	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 – November 2026	Pending Approval
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-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	Design in Progress

JIRA ID	CREATED	INFRA TEAM	DESCRIPTION	STATUS
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	System Test
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
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 Dispatch SLA's	Pending for Validation
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

JIRA ID	CREATED	INFRA TEAM	DESCRIPTION	STATUS
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
NOW-1443	9/4/2025	Infra ServiceNow	New Catalog Item and Workflow – Project Maintenance	Pending for Validation
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-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

JIRA ID	CREATED	INFRA TEAM	DESCRIPTION	STATUS
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
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-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

JIRA ID	CREATED	INFRA TEAM	DESCRIPTION	STATUS
CA-287326	1/31/2025	Infra Tech Ops	IADPU DMDP-23 AWS Macie: OWD DDEL/FDEL Process for Gainwell	New
CA-287325	1/31/2025	Infra Tech Ops	IAPDU TLM-13 ITOM – Update deliverables and OWDs related to ITOM Gainwell Implementation	Pending Approval
GAGR-763	1/17/2025	Infra GAGR (Client Correspondence)	Kern County Opting into the GAGR Automated Solution – Exstream Service and New Forms / NOAs	Design in Progress
CA-286281	12/26/2024	Infra Contact Center	County purchase –Los Angeles MOD Hotline into AWS	New
CA-285108	11/21/2024	Infra Contact Center	Deploy Web Chat and Click to Call code to all AWS Accounts	New
CA-285088	11/21/2024	Infra Tech Ops	Create Retention/Query Process for Quest Change Auditor SQL Database	New
CA-284855	11/14/2024	Security	DMDP-21: Microsoft Purview 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	System Test
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

JIRA ID	CREATED	INFRA TEAM	DESCRIPTION	STATUS
CA-283040	9/25/2024	Infra Contact Center	Caller's wait time should be preserved through their call transfer	New
CA-283037	9/25/2024	Infra Contact Center	Enable Spanish Transcriptions in Calabrio recordings for Spanish calls	New
CA-283031	9/25/2024	Infra Contact Center	Gamification Enhancements for eCCP	New
CA-282697	9/16/2024	Infra Contact Center	Update the FFY Packet Outbound Call	New
CA-282108	8/27/2024	Infra Contact Center	Calabrio – Auto assign new users from county Default team	New
CA-282025	8/23/2024	Infra Contact Center	Migration of Outbound application from legacy prod account to Shared functions production account	New
CA-280780	7/24/2024	Infra Contact Center	Allow Various Options for County Selection regarding "You are on Hold" Message	Committee Review
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

JIRA ID	CREATED	INFRA TEAM	DESCRIPTION	STATUS
CA-277932	5/15/2024	Infra Contact Center	***Placeholder*** Add Logout Functionality to Supervisor Panel	New
CA-277481	5/6/2024	Infra Contact Center	Enhance eCCP to allow for users to perform a direct transfer(Cold Transfer)	New
CA-277286	4/30/2024	Infra Contact Center	Add Verbiage from MEDIL I 24-11 for All CSC Counties IVRs	New
CA-277050	4/24/2024	Infra Contact Center	Update Contact Center Lambda Secrets Manager Reference	New
CA-276632	4/16/2024	Infra Contact Center	An additional Admin page to the eCCP to manage RE Line	New
CA-276579	4/15/2024	Infra Contact Center	Upgrade Calabrio to the WFM Cloud Solution	New
CA-276410	4/10/2024	Infra Contact Center	E-mail Alert when Contact Center is closed via Remote Admin phone line.	New
CA-276409	4/10/2024	Infra Contact Center	Enable default routing profile nightly revert and enable searching by tags	Approved
CA-276402	4/10/2024	Infra Contact Center	Post Call Survey Data to be accessible in Quick	Test Complete
CA-276401	4/10/2024	Infra Contact Center	Percent allocation setting to Post Call Survey	New
CA-276392	4/10/2024	Infra Contact Center	"Informational Messages" and "Emergency Messages" WAV file upload in eCCP Admin Page	New
CA-276390	4/10/2024	Infra Contact Center	Message-On-Hold (MOH) management on Admin Page by Queue	System Test
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: Microsoft Purview 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

JIRA ID	CREATED	INFRA TEAM	DESCRIPTION	STATUS
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	Design in Progress
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
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	Approved
CA-256583	2/10/2023	Infra Imaging	Add QA & Indexing Info to the Exception Queue Aging Report	New
CA-256497	2/9/2023	Online	Robotic Processing Automation (RPA) – 18 – 21-Year-Old Adult and Child Not Aided in Household	New

JIRA ID	CREATED	INFRA TEAM	DESCRIPTION	STATUS
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	In Development

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

