CalSAWS | Information Transmittal (CIT)   0041-20

☐ **CalSAWS DD&I**   ☒ **C-IV M&O**   ☐ **CalWIN M&O**   ☐ **LRS M&E**

Distribution Date:	March 26, 2020
To:	PPOC.40, Consortium.RegionalManager.All
CIT Name:	Changes to C-IV System Availability
From:	CalSAWS Project

PPOCs, please forward to the appropriate impacted staff in your county:

☒ General
☐ Policy
　　☐ CW
　　☐ CF
　　☐ MC
　　☐ CMSP
　　☐ FC/KG/AAP
　　☐ Child Care
　　☐ WtW
　　☐ Other Program(s)_____
☐ C4Yourself　　　　☐ Your Benefits Now!
☐ Customer Correspondence
☐ Other_____

☐ Reports
　　☐ Fiscal
　　☐ Caseload Movement
　　☐ Management
☐ Fiscal
☐ Security
☐ Batch and Interfaces
☐ Imaging
☐ Migration
☐ Conversion
☐ Technical
☐ Training
☐ Help Desk

Description: (Including any step-by-step instructions)	**Purpose**
	The purpose of this CIT is to notify all 39 C-IV counties of changes to the C-IV System's Principle Period of Maintenance (PPM) to support the counties' need for extended work hours during the Coronavirus (COVID-19) pandemic.
	Background
	Due to the evolving crisis with the Coronavirus (COVID-19) there have been requests from counties for additional System availability beyond the current PPM of Monday-Saturday, 6:30 AM to 9:00 PM.
	Effective **Monday, March 30, 2020**, the C-IV System will be available from **5:30 AM to 9:00 PM, seven days a week.** The one **exception** is Sunday, April 5th, when the C-IV System will be available from **12:00 PM to 9:00 PM** due to planned maintenance in the C-IV Production Data Center.
	These changes will remain in effect for the entire month of April, at which time the Consortium will revisit whether the PPM changes need to be extended further, or revert to the normal hours of 6:30 AM to 9:00 PM, Monday – Saturday.

	Additional Information There will be **no** batch processing on Sunday nights. Any actions performed on Sundays will be picked up during the regularly scheduled Monday night processing. In addition, should batch run long during any given night, the batch operators will do the following based on the jobs running: (1) If there are batch update jobs still running (e.g. MEDS jobs EW 20), we will not bring the C-IV System online until the jobs have completed. In the event this occurs, a C-IV System Notification will be sent to the counties. This Notification will include an estimated time when the C-IV System will be available that morning. (2) If batch non-update jobs are running, the C-IV System will be brought online with the caveat that online performance may be slow until the jobs complete. Central Service Desk hours will remain the same: Monday-Friday, 8:00 AM – 5:00 PM. **County Action** N/A
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Backup Project Contact: (Name, phone number, email address)	Chris Paige, (916) 851-3108 PaigeCM@CalSAWS.org
Attachments:	None
Web Portal Link:	▮▮▮▮▮▮ OR You may also retrieve the CIT document and attachments by following these steps: 1. Click on the CRFIs & CITs link at the top of the page. 2. Click on the "CalSAWS Information Transmittal (CIT)" folder. 3. Click on the "2020" folder. 4. Click on the appropriate CIT # folder.