

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

Distribution Date:	March 5, 2021
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:

- | | |
|---|---|
| <input checked="" type="checkbox"/> General
<input type="checkbox"/> Policy
<input type="checkbox"/> CW
<input type="checkbox"/> CF
<input type="checkbox"/> MC
<input type="checkbox"/> CMSP
<input type="checkbox"/> FC/KG/AAP
<input type="checkbox"/> Child Care
<input type="checkbox"/> WtW
<input type="checkbox"/> Other Program(s) _____
<input type="checkbox"/> C4Yourself <input type="checkbox"/> Your Benefits Now!
<input type="checkbox"/> Customer Correspondence
<input type="checkbox"/> Other _____ | <input type="checkbox"/> Reports
<input type="checkbox"/> Fiscal
<input type="checkbox"/> Caseload Movement
<input type="checkbox"/> Management
<input type="checkbox"/> Fiscal
<input type="checkbox"/> Security
<input type="checkbox"/> Batch and Interfaces
<input type="checkbox"/> Imaging
<input type="checkbox"/> Migration
<input type="checkbox"/> Conversion
<input type="checkbox"/> Technical
<input type="checkbox"/> Training
<input type="checkbox"/> Help Desk |
|---|---|

Description: (Including any step-by-step instructions)	<p>Purpose</p> <p>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.</p> <p>Background</p> <p>Due to the evolving crisis with COVID-19 there have been requests from counties for additional System availability beyond the normal PPM of Monday-Saturday, 6:30 AM to 9:00 PM. CIT 0041-20 established a new PPM of 5:30 AM to 9:00 PM, seven days a week for the month of April. CIT 0073-20 extended this change through June. CIT 0123-20 then extended this change through December 2020. CIT 0239-20 further extended the modified hours through the end of June 2021.</p> <p><u>The following Sundays will be exceptions:</u></p> <ul style="list-style-type: none"> • Saturday, March 13. All of C-IV unavailable due to the FPL COLA run. • Sunday, March 21. All of C-IV unavailable due to the 21.03 Release. • Sunday, May 23. All of C-IV unavailable due to the 21.05 Release. <p>If additional Sunday maintenance activities are scheduled that will impact availability, they will be communicated to the Regional Managers and PPOCs as</p>
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	<p>far in advance as possible and an Announcement will be posted on the C-IV Homepage.</p> <p>These changes will remain in effect until June 2021, 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.</p> <p>Additional Information</p> <p>There will continue to be no batch processing on Sunday nights. Any actions performed on Sundays will be picked up during the regularly scheduled Monday night processing.</p> <p>In addition, should batch run long during any given night, the batch operators will do the following based on the jobs running:</p> <ul style="list-style-type: none"> (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. <p>Central Service Desk hours will remain the same: Monday-Friday, 8:00 AM – 5:00 PM.</p> <p>County Action N/A</p>
Primary Project Contact: (Name, phone number, email address)	<p>Lisa Salas (916) 851-3365 SalasL@CalSAWS.org</p>
Backup Project Contact: (Name, phone number, email address)	<p>Chris Paige (916) 851-3108 PaigeCM@CalSAWS.org</p>
Attachments:	None
Web Portal Link:	<p>██████████</p> <p>OR</p> <p>You may also retrieve the CIT document and attachments by following these steps:</p> <ol style="list-style-type: none"> 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 "2021" folder.

	4. Click on the appropriate CIT # folder.
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