CalSAWS | Information Transmittal (CIT) 0164-21

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

Distribution Date:	June 30, 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:

☒ 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 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.** **CIT 0053-21** included updates for known system down time. The following Sundays will be exceptions: • **Sunday, August 22.** The C-IV System will be unavailable due to database patching.

If additional activities are scheduled that will impact availability, they will be communicated to the Regional Managers and PPOCs as far in advance as possible and an Announcement will be posted on the C-IV Homepage.

These changes will remain in effect until September 2021.

An additional CIT will be issued specific to C-IV Counties cutover related activities and associated C-IV system down time.

Additional Information

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.

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

Share this information with affected parties within your county.

If you have any questions about this CIT, please contact the Primary Project Contact with a cc to your Regional Manager(s).

Primary Project Contact: (Name, phone number, email address)	Lisa Salas (916) 851-3365 SalasL@CalSAWS.org
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 "2021" folder.
4. Click on the appropriate CIT # folder.