

☒ CalSAWS M&E☐ CalWIN Migration

<b>Distribution Date:</b>	February 1, 2022
<b>To:</b>	PPOC.40; Consortium.RegionalManagers.All
<b>CIT Name:</b>	<b>Scheduled Downtime Notification</b>
<b>From:</b>	CalSAWS Project

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

- |   |   |
|---|---|
| <input type="checkbox"/> General<br><input type="checkbox"/> Policy<br><input type="checkbox"/> CW<br><input type="checkbox"/> CF<br><input type="checkbox"/> MC<br><input type="checkbox"/> CMSP<br><input type="checkbox"/> FC/KG/AAP<br><input type="checkbox"/> Child Care<br><input type="checkbox"/> WtW<br><input type="checkbox"/> Other Program(s) _____<br><input checked="" type="checkbox"/> BenefitsCal<br><input checked="" type="checkbox"/> CalSAWS Application<br><input type="checkbox"/> Customer Correspondence<br><input type="checkbox"/> Other _____ | <input type="checkbox"/> Reports<br><input type="checkbox"/> Fiscal<br><input type="checkbox"/> Caseload Movement<br><input type="checkbox"/> Management<br><input type="checkbox"/> Fiscal<br><input type="checkbox"/> Security<br><input type="checkbox"/> Batch and Interfaces<br><input type="checkbox"/> Imaging<br><input type="checkbox"/> Migration<br><input type="checkbox"/> Conversion<br><input type="checkbox"/> Technical<br><input type="checkbox"/> Training<br><input type="checkbox"/> Help Desk |
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Description: (Including any step-by-step instructions)	<p><b>Purpose</b></p> <p>The purpose of this CIT is to notify CalSAWS counties of the services that will not be available as a result of the CalSAWS 22.02 release.</p> <p><b>Background</b></p> <p>In order to accommodate the CalHEERS 22.2 release scheduled for February 18 - 21, the CalSAWS 22.02 release has been scheduled to occur on Saturday, February 19, 2022, which will enable both CalSAWS and CalHEERS deployment and validation on the same day. As a result, the CalSAWS application is scheduled for system maintenance on Saturday, February 19, 2022, from 06:00 AM to 05:00 PM.</p> <p><b>Additional Information</b></p> <ul style="list-style-type: none"> <li>During this period, the CalSAWS application and YourBenefitsNow (YBN) application will be unavailable to users. Users will be redirected to a "Read Only" version of the CalSAWS application.</li> <li>BenefitsCal will be placed in offline mode: transactions will be queued and processed upon completion of maintenance activities. EBT balance and case information may not be available to view from BenefitsCal.</li> <li>Services impacted during the downtime:</li> </ul> <table border="1"> <tr> <td>CalSAWS Application</td><td>X</td></tr> <tr> <td>BenefitsCal</td><td>X</td></tr> </table>	CalSAWS Application	X	BenefitsCal	X
CalSAWS Application	X				
BenefitsCal	X				

	<table border="1"> <tr><td>YBN</td><td>X</td></tr> <tr><td>DPSS Mobile App</td><td>X</td></tr> <tr><td>OCAT Application</td><td>X</td></tr> <tr><td>Learning Management System (LMS)</td><td></td></tr> <tr><td>CalSAWS Training</td><td></td></tr> <tr><td>ServiceNow</td><td></td></tr> <tr><td>Batch</td><td></td></tr> <tr><td>Reports/Dashboards</td><td>X</td></tr> <tr><td>Imaging</td><td>X</td></tr> <tr><td>Tasks</td><td>X</td></tr> <tr><td>IVR</td><td>X</td></tr> <tr><td>Contact Center</td><td>X</td></tr> <tr><td>Lobby Management</td><td></td></tr> <tr><td>EBT</td><td>X</td></tr> <tr><td>NOAs / Forms</td><td>X</td></tr> <tr><td>Central Print</td><td></td></tr> </table> <p><b>County Action</b></p> <p>Workers are advised to plan their work considering the system maintenance schedule.</p> <p>If you have questions on this CIT, please reach out to the Primary Contact noted below and cc your Regional Managers.</p>	YBN	X	DPSS Mobile App	X	OCAT Application	X	Learning Management System (LMS)		CalSAWS Training		ServiceNow		Batch		Reports/Dashboards	X	Imaging	X	Tasks	X	IVR	X	Contact Center	X	Lobby Management		EBT	X	NOAs / Forms	X	Central Print	
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IVR	X																																
Contact Center	X																																
Lobby Management																																	
EBT	X																																
NOAs / Forms	X																																
Central Print																																	
Primary Project Contact: (Name and email address)	Questions can be sent to: Mike Tombakian < <a href="mailto:TombakianH@CalSAWS.org">TombakianH@CalSAWS.org</a> > or Anand Kulkarni < <a href="mailto:DattatriKulkarniA@CalSAWS.org">DattatriKulkarniA@CalSAWS.org</a> >																																
Backup Project Contact: (Name and email address)	Grady Howe < <a href="mailto:HoweG@CalSAWS.org">HoweG@CalSAWS.org</a> > or Ted Anderson < <a href="mailto:AndersonT@CalSAWS.org">AndersonT@CalSAWS.org</a> >																																
Attachments:	None																																
Web Portal Link:	<div style="background-color: black; width: 100px; height: 20px; margin-bottom: 10px;"></div> <p>OR</p> <p>You may also retrieve the CIT document and attachments by following these steps:</p> <ol style="list-style-type: none"> <li>1. Click on the CRFIs &amp; CITs link at the top of the page.</li> <li>2. Click on the "CalSAWS Information Transmittal (CIT)" folder.</li> <li>3. Click on the "2022" folder.</li> <li>4. Click on the appropriate CIT # folder.</li> </ol>																																