CalSAWS | Information Transmittal (CIT) 0071-22

☒ **CalSAWS M&E** ☐ **CalWIN Migration**

Distribution Date:	March 9, 2022
To:	PPOC.40; Consortium.RegionalManagers.All
CIT Name:	**Scheduled Downtime Notification**
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)_____
- ☒ BenefitsCal ☒ Your Benefits Now!
- ☐ Customer Correspondence
- ☐ Other_____
- ☒ Reports
  - ☐ Fiscal
  - ☐ Caseload Movement
  - ☐ Management
- ☒ Fiscal
- ☐ Security
- ☐ Batch and Interfaces
- ☒ Imaging
- ☐ Migration
- ☐ Conversion
- ☒ Technical
- ☒ Training
- ☒ Help Desk

Description:	**Purpose** The purpose of this CIT is to notify CalSAWS Counties of a scheduled downtime window and the services impacted during system downtime **Background** • The CalSAWS application is scheduled for system maintenance on Sunday, March 20, 2022, from 06:00 AM to 03:00 PM **Additional Information** During this period: o The CalSAWS application will be under maintenance and CalSAWS users will be redirected to a "Read Only" version of the CalSAWS application. o YBN and 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 YBN and BenefitsCal. o System Downtime will also be noted on the CalSAWS.org here: Resources – CalSAWS - Outages Services Impacted:

CalSAWS Application	X
BenefitsCal	X
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	

County Action

- Workers are advised to plan their work considering the system maintenance schedule

If you have questions on this CIT, please reach out to the Primary Contact and cc your Regional Managers.

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Attachments:	None
Web Portal Link:	[redacted] 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 "2022" folder. 4. Click on the appropriate CIT # folder.