


☒ CalSAWS M&E ☐ CalWIN Migration

Distribution Date:	March 14, 2022
To:	AdHocAdmins.ALL, IPOC.All, TPOC.ALL, PPOC.ALL, Notify.HelpDesk.All, Committee.Tech.All
CIT Name:	Emergency Operating System Patching of County Devices
From:	CalSAWS Project

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

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

Description: (Including any step-by-step instructions)	<p>Purpose</p> <p>CalSAWS has identified the need to carry out emergency operating system (OS) patching of the CalSAWS managed network devices at all county sites (both Managed and POP).</p> <p>Background</p> <p>These upgrades are in addition to standard OS patching and need to be completed on a priority basis to address vulnerabilities. The patching will start on Tuesday, March 15, 2022, across ALL CalSAWS managed devices (Cisco routers and switches) at county sites identified in the attached schedule. Some counties have multiple sites within their county which will be impacted with this change.</p> <p>Additional Information</p> <p>These changes will necessitate system downtime and are planned to be executed between 6:00 PM – 9:00 PM on the scheduled days. Counties are advised to prepare for a 3-hour loss of network connectivity at the sites identified on the schedule.</p>
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	<p>An email notification will be sent to the county TPOC's and PPOC's 24-48 hours prior to the change to act as a reminder of the activity. Due to the critical nature of this change, we will not be able to accommodate any requests for reschedules.</p> <p>County Action</p> <p>Counties are requested to prepare for this activity by:</p> <ol style="list-style-type: none"> 1. Notify.HelpDesk.COUNTY and PPOC.COUNTY are requested to notify all county staff of this change. <ol style="list-style-type: none"> a. This affects all staff members working from the specific office location whose workstation is connected to the switch which is being upgraded. b. Remote users who connect to CalSAWS VPN will not be affected. c. Remote users who connect to their county's VPN will be able to access county hosted services and resources. Access to CalSAWS may be temporarily disrupted when the core switch or POP routers are upgraded. 2. We recommend any overtime or time sensitive tasks be scheduled outside this window. 3. Arrange for testers who will be able to confirm restoration of connectivity and services after the upgrade. <p>In the event of any issue discovered outside of the testing window, the county should submit a ticket using CalSAWS ServiceNow.</p> <p>The project has tested these OS upgrades in the pilot phase and does not anticipate significant installation problems as these are mirror version hotfix updates; however, In the event of an unsuccessful upgrade, the project will dispatch technicians to the impacted site the next Business Day.</p> <p>This does not apply to LA and CalWIN Counties.</p> <p>If you have questions on this CIT, please reach out to the Primary Contact and cc your Regional Managers.</p>
Primary Project Contact: (Name and email address)	<p>Mike Tombakian Tombakianm@calsaws.org</p>
Backup Project Contact: (Name and email address)	<p>Tech.NetSec Tech.NetSec@CalSAWS.org</p>
Attachments:	<p>IOS upgrade - County Schedule.xlsx</p>
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 "2022" folder. 4. Click on the appropriate CIT # folder.

