# CalSAWS | Information Transmittal (CIT) 0079-22

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

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| **Distribution Date:** | March 16, 2022 |
| **To:** | PPOC.40; Notify.HelpDesk.All; 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**<br>The purpose of this CIT is to notify CalSAWS Counties of a scheduled downtime window and the services impacted during system downtime.<br><br>**Background**<br>• The CalSAWS application is scheduled for system maintenance on Sunday, March 27, 2022, from 08:00 AM to 02:00 PM.<br>• In addition, the CalSAWS AdHoc database is scheduled for maintenance on Sunday March 27, 2022, from 08:00 AM to 02:00 PM.<br><br>**Additional Information**<br>During this period:<br>　○ The CalSAWS application will be under maintenance and CalSAWS users will be redirected to a "Read Only" version of the CalSAWS application.<br>　○ The CalSAWS AdHoc database will not be available to Apex EDR and AdHoc reports users.<br>　○ YBN and BenefitsCal will still be available for participants but 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. |
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| | o System Downtime will also be noted on the CalSAWS.org here: <u>Resources – CalSAWS</u> - Outages<br><br>Services Impacted:<br><br>| CalSAWS Application | X |<br>|---|---|<br>| BenefitsCal | X |<br>| YBN | X |<br>| DPSS Mobile App | X |<br>| OCAT Application | X |<br>| Learning Management System (LMS) | |<br>| CalSAWS Training | |<br>| ServiceNow | |<br>| Batch | |<br>| Reports/Dashboards | X |<br>| Imaging | X |<br>| Tasks | X |<br>| IVR | X |<br>| Contact Center | X |<br>| Lobby Management | |<br>| EBT | X |<br>| NOAs / Forms | X |<br>| Central Print | |<br><br>**County Action**<br>• Workers are advised to plan their work considering the system maintenance schedule<br><br>If you have questions on this CIT, please reach out to the Primary Contact and cc your Regional Managers. |
| Primary Project Contact: (Name and email address) | Consortium: Mike Tombakian <TombakianH@CalSAWS.org><br>Vendor: Anand Kulkarni <DattatriKulkarniA@CalSAWS.org> |
| Backup Project Contact: (Name and email address) | Consortium: Grady Howe <HoweG@CalSAWS.org><br>Vendor: Tiffany Cheung <CheungT@CalSAWS.org> |
| Attachments: | None |
| Web Portal Link: | ▇▇▇▇<br><br>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.