

☒ CalSAWS M&E ☐ CalWIN Migration

Distribution Date:	March 30, 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:

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

Description:	<p>Purpose The purpose of this CIT is to notify CalSAWS counties of a scheduled downtime window, and the services impacted during system downtime.</p> <p>Background</p> <ul style="list-style-type: none"> The CalSAWS application is scheduled for system maintenance on Sunday, April 10, 2022, from 06:00 AM to 09:00 PM. In addition, the CalSAWS Adhoc Reporting database is scheduled for maintenance on Sunday, April 10, 2022, from 06:00 AM to 09:00 PM. <p>Additional Information During this period:</p> <ul style="list-style-type: none"> The CalSAWS application will be under maintenance and CalSAWS users will be redirected to a "Read Only" version of the CalSAWS application. YBN and BenefitsCal will still be available for participants but the transactions from these applications will be queued and released for processing upon completion of maintenance activities. EBT balance and case information may not be available to view from YBN and BenefitsCal. The CalSAWS Adhoc Reporting database will not be available to Apex, EDR and Adhoc reports users.
--------------	--

	<p>Services Impacted:</p> <table border="1" data-bbox="435 193 1101 919"> <tr><td>CalSAWS Application</td><td>X</td></tr> <tr><td>BenefitsCal</td><td>X</td></tr> <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>County Action</p> <ul style="list-style-type: none"> Workers are advised to plan their work considering the system maintenance schedule <p>If you have questions on this CIT, please reach out to the Primary Contact and cc your Regional Managers.</p>	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	
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																																					
Primary Project Contact: (Name and email address)	Consortium: Mike Tombakian < TombakianH@CalSAWS.org > Vendor: Anand Kulkarni < DattatriKulkarniA@CalSAWS.org >																																				
Backup Project Contact: (Name and email address)	Consortium: Grady Howe < HoweG@CalSAWS.org > Vendor: Tiffany Cheung < CheungT@CalSAWS.org >																																				
Attachments:	None																																				
Web Portal Link:	<div data-bbox="334 1675 474 1717" style="background-color: black; width: 86px; height: 20px; margin-bottom: 10px;"></div> OR <p>You may also retrieve the CIT document and attachments by following these steps:</p> <ol style="list-style-type: none"> Click on the CRFIs & CITs link at the top of the page. Click on the "CalSAWS Information Transmittal (CIT)" folder. 																																				

- | | |
|--|--|
| | <ol style="list-style-type: none">3. Click on the "2022" folder.4. Click on the appropriate CIT # folder. |
|--|--|