CalSAWS | Information Transmittal (CIT)   0132-22

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

Distribution Date:	May 2, 2022
To:	PPOC.40; Notify.HelpDesk.All; Consortium.RegionalManagers.All
CIT Name:	**CalSAWS 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
☐ 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, May 22, 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 BenefitsCal will still be available for participants but the transactions from BenefitsCal will be queued and released for processing upon completion of maintenance activities. EBT balance and case information may not be available to view from BenefitsCal. An announcement will be added on BenefitsCal homepage indicating the unavailability of EBT balance and case information.
	  o System Downtime will also be noted on the CalSAWS.org here: [Resources – CalSAWS](#) - Outages

Services Impacted:

CalSAWS Application	X
BenefitsCal	X
OCAT Application	X
Learning Management System (LMS)	
CalSAWS Training	
ServiceNow	
Jira	
CalSAWS Adhoc Reporting Database	
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 accordingly considering the system maintenance schedule.

If you have questions on this CIT, please reach out to the Primary Contact listed below and cc your Regional Manager(s).

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:	██████████ 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.