

CalSAWS M&E       CalWIN Migration

<b>Distribution Date:</b>	May 23, 2022
<b>To:</b>	PPOC.40; Notify.HelpDesk.All; Consortium.RegionalManagers.All
<b>CIT Name:</b>	<b>CalSAWS Scheduled Downtime Notification</b>
<b>From:</b>	CalSAWS Project

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

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

Description:	<p><b>Purpose</b>          The purpose of this CIT is to notify CalSAWS Counties of a scheduled downtime window and the services impacted during system downtime.</p> <p><b>Background</b></p> <ul style="list-style-type: none"> <li>• The CalSAWS application is scheduled for system maintenance on Sunday, June 5, 2022, from 08:00 AM to 02:00 PM.</li> <li>• In addition, the CalSAWS Adhoc Reporting database is scheduled for maintenance on Sunday, June 5, 2022, from 08:00 AM to 02:00 PM.</li> </ul> <p><b>Additional Information</b>          During this period:</p> <ul style="list-style-type: none"> <li>○ The CalSAWS application will be under maintenance and CalSAWS users will be redirected to a "Read Only" version of the CalSAWS application.</li> <li>○ The CalSAWS Adhoc Reporting database will not be available to Apex EDR and Adhoc reports users.</li> <li>○ 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 will not be available to view from BenefitsCal. An</li> </ul>
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announcement will be added on the 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	X
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 < <a href="mailto:TombakianH@CalSAWS.org">TombakianH@CalSAWS.org</a> > Vendor: Anand Kulkarni < <a href="mailto:DattatriKulkarniA@CalSAWS.org">DattatriKulkarniA@CalSAWS.org</a> >
Backup Project Contact: (Name and email address)	Consortium: Grady Howe < <a href="mailto:HoweG@CalSAWS.org">HoweG@CalSAWS.org</a> > Vendor: Tiffany Cheung < <a href="mailto:CheungT@CalSAWS.org">CheungT@CalSAWS.org</a> >
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.

