

☒ CalSAWS M&E☐ CalWIN Migration

<b>Distribution Date:</b>	August 26, 2022
<b>To:</b>	PPOC.40; Notify.HelpDesk.All; Consortium.RegionalManagers.All
<b>CIT Name:</b>	<b>Scheduled Downtime Notification</b>
<b>From:</b>	CalSAWS Project

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

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

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 Monday, September 5, 2022, from 10:00 AM to 03:00 PM.</li> </ul> <p><b>Additional Information</b> During this period:</p> <ul style="list-style-type: none"> <li>The CalSAWS application will be unavailable for 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 announcement will be added on the BenefitsCal homepage indicating the unavailability of EBT balance and case information.</li> </ul> <p>Services Impacted:</p>
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CalSAWS Application	X
BenefitsCal	X
OCAT Application	
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

- Share this CIT with any impacted staff, including those who make updates to the county automated timekeeping systems and supervisors with staff who typically work weekends. 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: Art Robles < <a href="mailto:RoblesA@CalSAWS.org">RoblesA@CalSAWS.org</a> >
Attachments:	None
Web Portal Link:	<div style="background-color: black; width: 80px; height: 20px; margin-bottom: 10px;"></div> OR  You may also retrieve the CIT document and attachments by following these steps: <ol style="list-style-type: none"> <li>1. Click on the CRFIs &amp; CITs link at the top of the page.</li> <li>2. Click on the "CalSAWS Information Transmittal (CIT)" folder.</li> </ol>

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