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

Distribution Date:	September 13, 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): CalSAWS Production _____
☒ BenefitsCal   ☐ MyBCW
☐ Customer Correspondence
☐ Other: CalSAWS Adhoc Reporting Database_____

☐ 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 and CalSAWS Adhoc Reporting database are scheduled for system maintenance from 7:00 PM on Saturday, September 17, 2022, until 6:00 AM on Monday, September 19, 2022.
	
	Additional Information
	During this period:
	  o The CalSAWS application will be unavailable for users.
	  o CalSAWS users will be redirected to a read-only version of the CalSAWS application.
	  o The CalSAWS Adhoc Reporting database will not be available to Apex EDR and Adhoc reports users.
	  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 will not be available to view from BenefitsCal.

Services Impacted:

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: Grady Howe <HoweG@CalSAWS.org> Vendor: Anand Kulkarni <DattatriKulkarniA@CalSAWS.org>
Backup Project Contact: (Name and email address)	Consortium: Mike Tombakian <TombakianH@CalSAWS.org> Vendor: Art Robles <RoblesA@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.