

☒ CalSAWS M&E ☐ CalWIN Migration

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| Distribution Date: | September 21, 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 type="checkbox"/> MyBCW <input type="checkbox"/> Customer Correspondence <input checked="" type="checkbox"/> Other: CalSAWS Production | <input type="checkbox"/> Reports <input type="checkbox"/> Fiscal <input type="checkbox"/> Caseload Movement <input type="checkbox"/> Management <input 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 type="checkbox"/> Technical <input type="checkbox"/> Training <input type="checkbox"/> Help Desk |
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| 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, October 02, 2022, from 06:00 AM to 10:00 PM. <p>Additional Information During this period:</p> <ul style="list-style-type: none"> The CalSAWS application will be unavailable for users. CalSAWS users will be redirected to a read-only version of the CalSAWS application. Between 06:00 AM and 11:00 AM and between 01:00 PM and 10:00 PM, BenefitsCal will 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. E-applications submitted from BenefitsCal will be routed to the office selected by the participant instead of the default County office. Between 11:00 AM and 01:00 PM, the BenefitsCal application will be unavailable for users and participants |
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Services Impacted:

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|----------------------------------|---|
| 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

- 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:

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| | <ol style="list-style-type: none">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. |
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