

☒ CalSAWS M&E ☐ CalWIN Migration

Distribution Date:	October 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:

- | | |
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| <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 checked="" type="checkbox"/> Technical
<input type="checkbox"/> Training
<input type="checkbox"/> Help Desk |
|--|---|

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 23, 2022, from 04:00 PM to 08:00 PM. In addition, the CalSAWS Ad Hoc Reporting database is scheduled for maintenance on Sunday, October 23, 2022, from 08:00 AM to 02:00 PM. <p>Additional Information During the CalSAWS Maintenance 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. BenefitsCal will be available for participants but the transactions from BenefitsCal will be queued and released for processing upon completion of maintenance activities. <ul style="list-style-type: none"> EBT balance and case information will not be available to view from BenefitsCal.
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- E-applications submitted from BenefitsCal will be routed to the office selected by the participant instead of the default County office.

During the Ad Hoc Reporting Database Maintenance period:

- The Ad hoc Reporting Database will be unavailable for Apex, EDR and Ad hoc reports users.

Services Impacted:

CalSAWS Application	X
BenefitsCal	X
OCAT Application	X
Learning Management System (LMS)	
CalSAWS Training	
ServiceNow	
Jira	
CalSAWS Ad hoc 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

- 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. Counties 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:	Consortium: Grady Howe < HoweG@CalSAWS.org > Vendor: Anand Kulkarni < DattatriKulkarniA@CalSAWS.org >
Backup Project Contact:	Consortium: Mike Tombakian < TombakianH@CalSAWS.org > Vendor: Art Robles < RoblesA@CalSAWS.org >
Attachments:	None

Web Portal Link:	<div data-bbox="332 79 474 126"></div> <p>OR</p> <p>You may also retrieve the CIT document and attachments by following these steps:</p> <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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