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

| | |
|---|---|
| **Distribution Date:** | November 8, 2022 |
| **To:** | PPOC.40; PPOC.Yolo; PPOC.Placer 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):
☒ BenefitsCal     ☐ MyBCW
☐ Customer Correspondence
☒ Other: CalSAWS Production

☐ Reports
    ☐ Fiscal
    ☐ Caseload Movement
    ☐ Management
☐ Fiscal
☐ Security
☐ Batch and Interfaces
☐ Imaging
☐ Migration
☐ Conversion
☐ Technical
☐ Training
☐ Help Desk

| Description: | **Purpose**<br>The purpose of this CIT is to notify CalSAWS Counties of a scheduled downtime window and the services impacted during system downtime.<br><br>**Background**<br>&bull; The CalSAWS application is scheduled to be down for system maintenance on Sunday November 20, 2022, from 6:00 AM to 03:00 PM.<br><br>**Additional Information**<br>During this period:<br>  o The CalSAWS application will be unavailable for users.<br>  o CalSAWS users will be redirected to a read-only version of the CalSAWS application.<br>  o BenefitsCal will be available for participants but the transactions from BenefitsCal will be queued and released for processing upon completion of maintenance activities.<br>  o EBT balance and case information will not be available to view from BenefitsCal.<br>  o E-applications submitted from BenefitsCal will be routed to the office selected by the participant instead of the default County office. |
|---|---|

Services Impacted:

| | |
|---|---|
| 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: | Anand Kulkarni <DattatriKulkarniA@CalSAWS.org> |
| Backup Project Contact: | Art Robles <RoblesA@CalSAWS.org> |
| Attachments: | None |
| Web Portal Link: | ███████ <br><br> OR <br><br> You may also retrieve the CIT document and attachments by following these steps: <br> 1. Click on the CRFIs & CITs link at the top of the page. <br> 2. Click on the "CalSAWS Information Transmittal (CIT)" folder. |

| | 3. Click on the "2022" folder.<br>4. Click on the appropriate CIT # folder. |
| --- | --- |