

CalSAWS |

Wave 2 Cutover Calendar:
County and Governance View






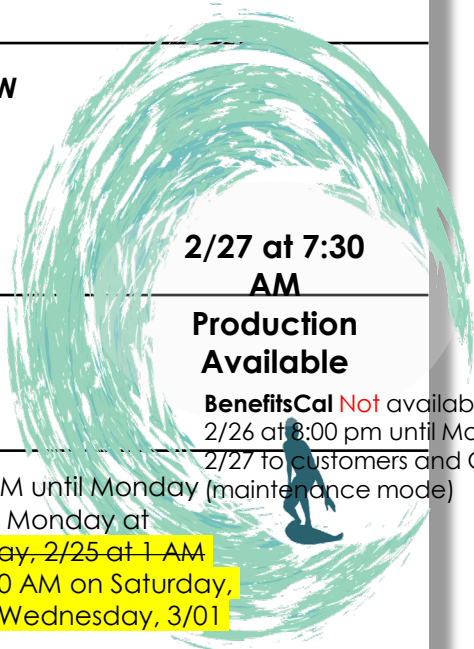








February 2023

Waves of Change

Wave 2: 2B Cutover Weekend Calendar

Go-Live Event Cutover: System Down Time Calendar

	Thursday February 23	Friday February 24	Saturday February 25	Sunday February 26	Monday February 27
CalWIN Counties (13)		 NO changes to system downtimes for CalWIN Counties and Customers Business as usual			
CCS (Contra Costa), SCL (Santa Clara), TUL (Tulare) County Customers		My BCW Not available beginning 02/23 at 4 PM. Apply for Medi-Cal on Covered CA and CalFresh at GetCalFresh until Monday 2/27 at 7:30 AM (and then directed to BenefitsCal).			
CCS, SCL, TUL Staff	  	CalWIN Remains available from 02/23 4PM - 5 PM for workers to register applications from MyBCW between 4 PM – 5 PM CalWIN Not available beginning 2/23 at 5 PM OCAT Not available beginning 2/23 at 5 PM			 2/27 at 7:30 AM Production Available
CalSAWS Customers and CBOs		  CalWIN is available for read-only beginning 2/24 at 6 am, pending conversion outcomes  BenefitsCal is available for anonymous users and CBO users without MFA enabled to submit applications between Friday 2/24 at 3 PM until Sunday 2/26 at 8:00 pm			BenefitsCal Not available Sunday 2/26 at 8:00 pm until Monday 2/27 to customers and CBOs (maintenance mode)
CalSAWS Production		  CalSAWS Production and Self Service in IVR not available beginning Friday 2/24 at 3 PM until Monday 2/27 at 7:30AM. Contact Center available (limited) beginning Friday 2/24 at 3 PM until Monday at 7:30AM. Imaging is view/read only. Ad Hoc/EDR will be unavailable beginning Saturday, 2/25 at 1 AM until Monday, 2/27 at 7:30 AM Replication to EDR will be paused approximately by 1:30 AM on Saturday, 2/25/2023, , but EDR will be up for 42 Counties; Ad Hoc/EDR data will be refreshed by Wednesday, 3/01 at 7:30 am.			
CalSAWS: LMS, PRT, Sandbox, Training		NO changes to system downtimes for CalSAWS PRT and LMS for CalSAWS County Staff			

Wave 2: 2B Cutover Weekend Calendar

CalWIN: Systems Schedule

System	Impacted Counties / Organizations	System Down Time	System Up Time	Notes
Code for America: GetCalFresh Apps	CCS, SCL, and TUL GetCalFresh applications	Thurs 2/23 at 4 pm	Mon 2/27 at 6:30 am	Code for America will hold apps and send to BenefitsCal on Mon 2/27
MyBCW	CCS, SCL + TUL Customers	Thurs 2/23 at 4 pm	N/A	Announcement posted on homepage about CalSAWS transition (posted 1/23)
MyBCW	CCS, SCL + TUL Workers	Thurs 2/23 at 4 pm	N/A	Announcement posted on homepage about CalSAWS transition (posted 1/23)
MyBCW	13 Counties	N/A	N/A	MyBCW remains "UP" for other CalWIN Counties
CalWIN	CCS, SCL + TUL	Thurs 2/23 at 5 pm	Fri 2/24 at 6 am Read Only	Read Only access is contingent on timely conversion processing
CalWIN	13 Counties	Thurs 2/23 at 8 pm	Fri 02/24 at 6 am	Normal system down/up times
Contact CalWIN	CCS, SCL + TUL	Thurs 2/23 at 5 pm	N/A	Customer receives a message that the system is down for maintenance until 2/27 at 7:30 am
Access CalWIN	CCS, SCL + TUL	Thurs 2/23 at 5 pm	N/A	Customer receives message that system is down for maint. until 2/27 at 7:30 am
Contact CalWIN and Access CalWIN	13 Counties	N/A	N/A	Contact Center(s) remain "UP" for 13 Counties
Contra Costa Imaging Freeze	Contra Costa Workers	Fri 2/24 at 12:05 pm	Mon 2/27 at 7:30 am	CalSAWS Imaging will be up on Mon 2/27 at 7:30 am
Santa Clara Imaging Freeze	Santa Clara Workers	Thurs 2/23 at 5 pm	Mon 2/27 at 7:30 am	CalSAWS Imaging will be up on Mon 2/27 at 7:30 am
Tulare Imaging Freeze	Tulare Workers	Thurs 2/23 at 5 pm	Mon 2/27 at 7:30 am	CalSAWS Imaging will be up on Mon 2/27 at 7:30 am



Wave 2 Cutover Weekend Calendar

CalSAWS + BenefitsCal: Systems Schedule

System	Impacted Counties / Organizations	System Down Time	System Up Time	Notes
CalSAWS Production	CalSAWS Prod Counties	Fri 2/24 at 3 pm	Mon 2/27 at 7:30 am	Down for 42 Counties; up for 45 Counties
CalSAWS: Ad Hoc/EDR	CalSAWS Prod Counties	N/A	N/A	Replication to EDR will be paused approximately by 1:30 AM on Saturday, 2/25/2023, but EDR will be up for 42 Counties; up for 45 Counties. Data will be refreshed by 3/01 at 7:30 am.
CalSAWS: IVR	CalSAWS Prod Counties	Fri 2/24 at 3 pm	Mon 2/27 at 7:30 am	Down for 42 Counties; up for 45 Counties
CalSAWS: Imaging	CalSAWS Prod Counties	N/A	N/A	Imaging remains "UP" [view/search documents only]
CalSAWS: PRT	CalSAWS Prod Counties	N/A	N/A	Policy, Review and Training (PRT) will be refreshed during business hours on Friday 2/24
CalSAWS: LMS	CalSAWS Prod Counties	N/A	N/A	LMS remains "UP"; requires ForgeRock
CalSAWS: Training	CalSAWS Prod Counties	N/A	N/A	Training remains "UP" (includes all Training environments)
CalSAWS: Sandbox	CalSAWS Prod Counties	N/A	N/A	Sandbox remains "UP"
CalSAWS: Contact Center	CalSAWS Prod Counties	Fri 2/24 at 3 pm*	Mon 2/27 at 7:30 am	Down for 42 Counties; up for 45 Counties *Note: Counties may choose to operate their contact center with limited functionality during the system down time.
CalSAWS: Contact Center	Contra Costa, Santa Clara and Tulare	N/A	Mon 2/27 at 7:30 am	Contact Center migration resumes normal County business hours on 2/27 (message received system is down for maintenance. until 2/27 at 7:30 am for IVR use)
BenefitsCal	CalSAWS Prod Counties	Sun 2/26 at 7 pm	Mon 2/27 at 7:30 am	Down for 42 Counties; up for 45 Counties
OCAT	Contra Costa, Santa Clara and Tulare	Thurs 2/23 at 5 pm	Mon 2/27 at 7:30 am	



Riding the Wave