CalSAWS | Information Transmittal (CIT) 0089-23

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

Distribution Date:	March 9, 2023
To:	Notify.All; usbenefitscaldevops@deloitte.com; operator@calheers.ca.gov; PPOC.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: IVR/Contact Center
- ☒ 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 is scheduled for system maintenance on Sunday, March 19, 2023, from 6:00 AM to 3:00 PM. **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 BenefitsCal will still be available for participants but the transactions from BenefitsCal will be queued and released for processing upon completion of maintenance activities. o EBT balance and case information will **not** be available to view from BenefitsCal. 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	
Learning Management System (LMS)	
CalSAWS Training	
ServiceNow	
Jira	
CalSAWS Adhoc Reporting Database	
Batch	X
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:	Pete Quijada <QuijadaP@CalSAWS.org>
Attachments:	None
Web Portal Link:	[redacted] 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 "2023" folder. 4. Click on the appropriate CIT # folder.