

CalSAWS |

Wave 3 Cutover Calendar:
County and Governance View













April 2023

Waves of Change

Wave 3: 3B Cutover Weekend Calendar

Go-Live Event Cutover: System Down Time Calendar*

	Thursday April 20	Friday April 21	Saturday April 22	Sunday April 23	Monday April 24
CalWIN Counties (10)		 NO changes to system downtimes for CalWIN Counties and Customers <i>Business as usual</i>			
Orange, Santa Barbara, Ventura Customers		My BCW Not available beginning 4/20 at 4 PM. Apply for Medi-Cal on Covered CA and CalFresh at GetCalFresh until Monday 4/24 at 7:30 AM (and then directed to BenefitsCal).			
Orange, Santa Barbara, Ventura Staff	  	CalWIN Remains available from 4PM - 5 PM on 4/20 for workers to register applications from MyBCW CalWIN Not available beginning 4/20 at 5 PM OCAT Not available beginning 4/20 at 5 PM			
CalSAWS Customers and CBOs		 CalWIN is available for read-only beginning 4/21 at 6 AM, pending conversion outcomes  BenefitsCal is available for anonymous users, known users, and CBO users without MFA enabled to submit applications between Friday 4/21 at 3:30 PM until Monday 4/24 at 5:00 AM		 BenefitsCal Not available Monday 4/24 at 5:00 AM until Monday 4/24 7:30 AM to customers and CBOs (maintenance mode)	
CalSAWS Production		  CalSAWS Production and Self Service in IVR not available beginning Friday 4/21 at 3:30 PM until Monday 4/24 at 7:30 AM. Contact Center available (limited) beginning Friday 4/21 at 3:30 PM until Monday at 7:30 AM. Imaging is view/read only.			
CalSAWS: LMS, PRT, Sandbox, Training		NO changes to system downtimes for CalSAWS PRT and LMS for CalSAWS County Staff			

**4/24 by 7:30
AM Production
Available**



Wave 3: 3B Cutover Weekend Calendar

CalWIN: Systems Schedule

System	Impacted Counties / Organizations	System Down Time	System Up Time	Notes
Code for America: GetCalFresh Apps	Orange, Santa Barbara, and Ventura GetCalFresh applications	Thurs 4/20 at 4 pm	Mon 4/24 at 7:30 am	Code for America will hold apps and send to BenefitsCal on Mon 4/24
MyBCW	Orange, Santa Barbara, and Ventura Customers	Thurs 4/20 at 4 pm	N/A	Announcement posted on homepage about CalSAWS transition (posted 03/20/23)
MyBCW	Orange, Santa Barbara, and Ventura Workers	Thurs 4/20 at 4 pm	N/A	Announcement posted on homepage about CalSAWS transition (posted 03/20/23)
MyBCW	10 Counties	N/A	N/A	MyBCW remains "UP" for other CalWIN Counties
CalWIN	Orange, Santa Barbara, and Ventura	Thurs 4/20 at 5 pm	Fri 4/21 at 6 am Read Only	Read Only access is contingent on timely conversion processing
CalWIN	10 Counties	Thurs 4/20 at 8 pm	Fri 4/21 at 6 am	Normal system down/up times
Contact CalWIN	Orange, Santa Barbara, and Ventura	Thurs 4/20 at 5 pm	N/A	Customer receives a message that the system is down for maintenance until 4/24 at 7:30 AM
Access CalWIN	Orange, Santa Barbara, and Ventura	Thurs 4/20 at 5 pm	N/A	Customer receives message that system is down for maint. until 4/24 at 7:30 AM
Contact CalWIN and Access CalWIN	10 Counties	N/A	N/A	Contact Center(s) remain "UP" for 10 Counties
Orange Imaging Freeze	Orange Workers	Thurs 4/20 at 5 pm	N/A	CalSAWS Imaging will be up on Mon 4/24 at 7:30 AM
Santa Barbara Imaging Freeze	Santa Barbara Workers	Thurs 4/20 at 5 pm	N/A	CalSAWS Imaging will be up on Mon 4/24 at 7:30 AM
Ventura Imaging Freeze	Ventura Workers	Thurs 4/20 at 5 pm	N/A	CalSAWS Imaging will be up on Mon 4/24 at 7:30 AM



Wave 3B Cutover Weekend Calendar

CalSAWS + BenefitsCal: Systems Schedule

System	Impacted Counties / Organizations	System Down Time	System Up Time	Notes
CalSAWS Production	CalSAWS Prod Counties	Fri 4/21 at 3:30 pm	Mon 4/24 at 7:30 AM	Down for 45 Counties; up for 48 Counties
CalSAWS: Ad Hoc/EDR	CalSAWS Prod Counties	Sat 4/22 at 2 am	Mon 4/24 at 7:30 AM	Replication to EDR will be paused approximately by 2:30 AM on Saturday, 4/22/2023, but EDR will be up for 45 Counties; up for 48 Counties. Data will be refreshed by 4/26 at 7:30 am.
CalSAWS: IVR	CalSAWS Prod Counties	Fri 4/21 at 3:30 pm	Mon 4/24 at 7:30 AM	Down for 45 Counties; up for 48 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 4/21
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 4/21 at 3:30 pm*	Mon 4/24 at 7:30 AM	Down for 45 Counties; up for 48 Counties *Note: Counties may choose to operate their contact center with limited functionality during the system down time.
CalSAWS: Contact Center	Orange, Santa Barbara, Ventura	N/A	Mon 4/24 at 7:30 AM	Contact Center migration resumes normal County business hours on 4/24 (message: system is down for maintenance until 4/24 at 7:30 am for IVR use)
BenefitsCal	CalSAWS Prod Counties	Mon 4/24 at 5:00 AM	Mon 4/24 at 7:30 AM	Down for 45 Counties; up for 48 Counties
OCAT	Orange, Santa Barbara, and Ventura	Thurs 4/20 at 5 pm	Mon 4/24 at 7:30 AM	

