

☒ CalSAWS M&E ☐ CalWIN Migration

Distribution Date:	May 8, 2023
To:	Notify.All; usbenefitscaldevops@deloitte.com; operator@calheers.ca.gov;
CIT Name:	Scheduled Downtime Notification
From:	CalSAWS Project

PPOCs, please forward to the appropriate impacted staff in your county:

- | | |
|---|--|
| <input checked="" type="checkbox"/> General | <input checked="" type="checkbox"/> Reports |
| <input type="checkbox"/> Policy | <input checked="" type="checkbox"/> Fiscal |
| <input type="checkbox"/> CW | <input checked="" type="checkbox"/> Caseload Movement |
| <input type="checkbox"/> CF | <input checked="" type="checkbox"/> Management |
| <input type="checkbox"/> MC | <input type="checkbox"/> Fiscal |
| <input type="checkbox"/> CMSP | <input type="checkbox"/> Security |
| <input type="checkbox"/> FC/KG/AAP | <input checked="" type="checkbox"/> Batch and Interfaces |
| <input type="checkbox"/> Child Care | <input checked="" type="checkbox"/> Imaging |
| <input type="checkbox"/> WtW | <input type="checkbox"/> Migration |
| <input type="checkbox"/> Other Program(s): __ | <input type="checkbox"/> Conversion |
| <input checked="" type="checkbox"/> BenefitsCal | <input type="checkbox"/> Technical |
| <input type="checkbox"/> MyBCW | <input type="checkbox"/> Training |
| <input checked="" type="checkbox"/> Customer Correspondence | <input type="checkbox"/> Help Desk |
| <input checked="" type="checkbox"/> Other: IVR/Contact Center | |

Description:	Purpose
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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, May 21, 2023, from 6:00 AM to 3:00 PM.

Additional Information

During this period:

- The CalSAWS application will be unavailable for users.
- CalSAWS users will be redirected to a read-only version of the CalSAWS application.
- The BenefitsCal application will be available for anonymous users, known users, and Community Based Organization (CBO) users for submitting applications but the transactions from BenefitsCal will be queued and released for processing upon completion of CalSAWS maintenance activities
 - Benefits Management, case-linked activities such as EBT balance Inquiry, reporting a change, submission of Periodic Reports, and Renewals will not be available via BenefitsCal
 - 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
OCCAT 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	X
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

	<p>typically work weekends. Workers are advised to plan their work accordingly considering the system maintenance schedule.</p> <p>If you have questions on this CIT, please reach out to the Primary Contact listed below and cc your Regional Manager(s).</p>
Primary Project Contact:	Anand Kulkarni < DattatriKulkarniA@CalSAWS.org >
Backup Project Contact:	Pete Quijada < QuijadaP@CalSAWS.org >
Attachments:	None
Web Portal Link:	<div style="background-color: black; width: 80px; height: 20px; margin-bottom: 10px;"></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 "2023" folder. 4. Click on the appropriate CIT # folder.