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

Distribution Date:	May 17, 2023
To:	PPOC.48; Notify.HelpDesk.All ; Consortium.RegionalManagers.All; PPOC.San Diego; PPOC.San Mateo; PPOC.Santa Cruz; PPOC.Solano
CIT Name:	**Wave 3C Cutover Weekend Calendar Infographic**
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**
	The purpose of this CIT is to provide San Diego, San Mateo, Santa Cruz, Solano, and CalSAWS counties an infographic about the Wave 3C Cutover Go-Live Event and the calendar for system down time. This infographic can be printed or displayed virtually.

Background
The CalSAWS Implementation team developed the Go-Live Event Cutover: System Down Time Calendar infographic to provide an overview and specifics for system downtime and availability during the Wave 3C cutover period. This impacts San Diego, San Mateo, Santa Cruz, Solano and the 48 CalSAWS production counties.

Additional Information
The *Go-Live Event Cutover: System Down Time Calendar* infographic is designed to be shared in multiple ways such as:
- Printed and posted in the office,
- Emailed,
- Posted on internal sites (SharePoint), or
- Displayed during meetings/presentations.

CalSAWS Impact:

From 8:00 PM on Friday, 5/19/2023 until 6:00 AM on Monday 5/22/2023:
- CalSAWS application and IVR will be unavailable
- Users will be redirected to a read-only version of the CalSAWS application

BenefitsCal Impact:

From 8:00 PM on Friday, 5/19/2023 until 6:00 AM on Monday 5/22/2023:
- BenefitsCal will be available for anonymous users, known users, and Community Based Organizations (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
OCAT Application	X
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	

Please refer to the attached infographic for additional impacts on BenefitsCal, CalSAWS and other applications during the cutover activities for San Diego, San Mateo, Santa Cruz, Solano and CalSAWS counties.

County Action

Counties should distribute the *Go-Live Event Cutover: System Down Time Calendar* infographic to all CalSAWS users and users from San Diego, San Mateo, Santa Cruz, Solano Counties.

If you have any questions on this CIT, please reach out to the contacts below and cc your regional managers.

Primary Project Contact:	Anand Kulkarni CalSAWS Production Operations DattatriKulkarniA@CalSAWS.org
Backup Project Contact:	Cathryn van Namen CalSAWS Implementation Manager – CalWIN Implementation vanNamenC@CalSAWS.org
Attachments:	CIT 0185-23 Wave 3C Go-Live Event - Cutover Weekend Calendar.pptx
Web Portal Link:	▉▉▉▉▉▉ 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.