

CalSAWS M&E

CalWIN Migration

Distribution Date:	June 26, 2023
To:	PPOC.48; Notify.HelpDesk.All ; Consortium.RegionalManagers.All; PPOC.San Diego; PPOC.San Mateo; PPOC.Santa Cruz; PPOC.Solano;PPOC.Alameda;PPOC.Fresno;PPOC.Sonoma
CIT Name:	Wave 4C/5A Cutover Weekend Calendar Infographic – System Downtime
From:	CalSAWS Project

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

- | | |
|---|---|
| <ul style="list-style-type: none"> <input checked="" type="checkbox"/> General <input type="checkbox"/> Policy <ul style="list-style-type: none"> <input type="checkbox"/> CW <input type="checkbox"/> CF <input type="checkbox"/> MC <input type="checkbox"/> CMSP <input type="checkbox"/> FC/KG/AAP <input type="checkbox"/> Child Care <input type="checkbox"/> WtW <input type="checkbox"/> Other Program(s): <input checked="" type="checkbox"/> BenefitsCal <input type="checkbox"/> Customer Correspondence <input checked="" type="checkbox"/> Other: CalSAWS Production | <ul style="list-style-type: none"> <input type="checkbox"/> Reports <ul style="list-style-type: none"> <input type="checkbox"/> Fiscal <input type="checkbox"/> Caseload Movement <input type="checkbox"/> Management <input type="checkbox"/> Fiscal <input type="checkbox"/> Security <input checked="" type="checkbox"/> Batch and Interfaces <input checked="" type="checkbox"/> Imaging <input checked="" type="checkbox"/> Migration <input checked="" type="checkbox"/> Conversion <input checked="" type="checkbox"/> Technical <input type="checkbox"/> Training <input checked="" type="checkbox"/> Help Desk |
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<p>Description:</p>	<p>Purpose The purpose of this CIT is to provide San Diego, San Mateo, Santa Cruz, Solano, Alameda, Fresno, Sonoma and CalSAWS counties an infographic about the Wave 4C/5A Cutover Go-Live Event and the calendar for system down time. This infographic can be printed or displayed virtually.</p> <p>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 4C/5A cutover period. This impacts San Diego, San Mateo, Santa Cruz, Solano, Alameda, Fresno, Sonoma and the 48 CalSAWS production counties.</p> <p>Additional Information The <i>Go-Live Event Cutover: System Down Time Calendar</i> infographic is designed to be shared in multiple ways such as:</p> <ul style="list-style-type: none"> • Printed and posted in the office, • Emailed, • Posted on internal sites (SharePoint), or • Displayed during meetings/presentations <p>CalSAWS Impact: From 8:00 PM on Friday, 7/14/2023 until 6:00 AM on Monday 7/17/2023:</p> <ul style="list-style-type: none"> • CalSAWS application and IVR will be unavailable • Users will be redirected to a read-only version of the CalSAWS application <p>BenefitsCal Impact: From 8:00 PM on Friday, 7/14/2023 until 6:00 AM on Monday 7/17/2023:</p> <ul style="list-style-type: none"> • The BenefitsCal application will be available for customers and Community Based Organization (CBO) users for submitting applications, renewals, and SARs; however, transactions from BenefitsCal will be queued and released for processing upon completion of CalSAWS maintenance activities <ul style="list-style-type: none"> ○ The following features will not be available in BenefitsCal: Message Center (notices, messaging, actions, 2-way messaging), appointments, verification of benefits (VOB), CBO account creation, case-link, communication preference updates, and support requests ○ E-applications submitted from BenefitsCal will be routed to the office selected by the participant instead of the default county office <p>Services Impacted:</p>
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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	
Fiscal Payments	X

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 and 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:	Lesley Pevny CalSAWS CalWIN Conversion and Migration Planning Delivery Lead PevnyL@CalSAWS.org
Attachments:	Wave 4C-5A Go-Live Event - Cutover Weekend Calendar.pptx
Web Portal Link:	<div style="background-color: black; width: 80px; height: 20px; margin-bottom: 5px;"></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.

