

☒ CalSAWS M&E ☐ CalWIN Migration

Distribution Date:	August 8, 2023
To:	Notify.All; usbenefitscaldevops@deloitte.com; operator@calheers.ca.gov ; HoweG@CalSAWS.org ; QuijadaP@CalSAWS.org ; TombakianM@CalSAWS.org ; prodops.productionoperations@calsaws.org
CIT Name:	Scheduled Downtime Notification – 8/27/2023
From:	CalSAWS Project

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

- | | |
|---|--|
| ☒ General | ☒ Reports |
| ☐ Policy | ☒ Fiscal |
| ☐ CW | ☒ Caseload Movement |
| ☐ CF | ☒ Management |
| ☐ MC | ☒ Fiscal |
| ☐ CMSP | ☐ Security |
| ☐ FC/KG/AAP | ☒ Batch and Interfaces |
| ☐ Child Care | ☒ Imaging |
| ☐ WtW | ☐ Migration |
| ☐ Other Program(s): __ | ☐ Conversion |
| ☒ BenefitsCal | ☒ Technical |
| ☐ MyBCW | ☐ Training |
| ☒ Customer Correspondence | ☒ Help Desk |
| ☒ Other: CalSAWS Production | |

Description:**Purpose**

The purpose of this CIT is to notify CalSAWS Counties of a scheduled downtime window and of services impacted during system downtime.

Background

- The CalSAWS application is scheduled for system maintenance on Sunday, August 27, 2023, from 8:00 AM to 2:00 PM.
- The CalSAWS Adhoc Reporting database is scheduled for maintenance on Sunday, August 27, 2023, from 2:00 PM to 6:00 PM.

Additional Information

During the CalSAWS Maintenance period:

- The CalSAWS application will be unavailable for users.
- CalSAWS users will be redirected to a read-only version of the CalSAWS application.
- BenefitsCal will be available for customer, 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:
 - 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.

During the Adhoc Reporting Database Maintenance period:

- The Adhoc Reporting database will be unavailable for Apex, EDR, and Adhoc reports users.

Systems Impacted:

CalSAWS Application and APIs	X
BenefitsCal	X
OCCAT Application	
Learning Management System (LMS)	
CalSAWS Training	
ServiceNow	
Jira	
CalSAWS Adhoc Reporting Database	X
Batch	X
Reports/Dashboards	X
Imaging	X
Tasks	X
IVR	X
Contact Center	X
Lobby Management	X
EBT	X

	<table border="1"> <tr> <td>NOAs / Forms</td><td>X</td></tr> <tr> <td>Central Print</td><td></td></tr> </table> County Action Share this CIT with any impacted staff of your county 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 contacts listed below and cc your Regional Manager(s).	NOAs / Forms	X	Central Print	
NOAs / Forms	X				
Central Print					
Primary Project Contact:	Anand Kulkarni < DattatriKulkarniA@CalSAWS.org >				
Backup Project Contact:	Pete Quijada < QuijadaP@CalSAWS.org >				
Attachments:	None				
Web Portal Link:	OR You may also retrieve the CIT document and attachments by following these steps: - Click on the CRFIs & CITs link at the top of the page. - Click on the "CalSAWS Information Transmittal (CIT)" folder. - Click on the "2023" folder. - Click on the appropriate CIT # folder.				