

☒ CalSAWS M&E☒ CalWIN Migration

Distribution Date:	September 7, 2023
To:	PPOC.All; Notify.HelpDesk.All ; Consortium.RegionalManagers.All; pevnyl@calsaws.org ; consortium.tech.support@calsaws.org
CIT Name:	Wave 6B 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:	<p>Purpose</p> <p>The purpose of this CIT is to provide Sacramento, San Luis Obispo, San Francisco and CalSAWS counties an infographic about the Wave 6B Cutover Go-Live Event and the calendar for system down time. This infographic can be printed or displayed virtually.</p> <p>Background</p> <p>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 6B cutover period. This impacts Sacramento, San Luis Obispo, San Francisco and the 55 CalSAWS production counties.</p> <p>Additional Information</p> <p>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:</p> <p>From 8:00 PM on Friday, 10/27/2023 until 6:00 AM on Monday 10/30/2023:</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:</p> <p>From 8:00 PM on Friday, 10/27/2023 until 3:00 AM on Monday 10/30/2023:</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: <p>Message Center (notices, messaging, actions, 2-way messaging),</p> <ul style="list-style-type: none"> - 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>From 3:00 AM to 6:00 AM on Monday 10/30/2023:</p> <ul style="list-style-type: none"> • The BenefitsCal application will be unavailable for customers and Community Based Organization (CBO) users. <p>Systems and Services Impacted:</p>
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CalSAWS Application and APIs	X
BenefitsCal	X
OCAT Application	X
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
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 Alameda, Fresno, Sonoma 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 Alameda, Fresno, Sonoma 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:	CIT 0325-23 Wave 6B Go-Live Event - Cutover Weekend Calendar.pptx
Web Portal Link:	<div style="background-color: black; width: 80px; height: 20px; margin-bottom: 10px;"></div> OR You may also retrieve the CIT document and attachments by following these steps: <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.

