

☒ CalSAWS M&E      ☐ CalWIN Migration

|                           |                                                                                                                                                                                                                                                                                                                                                                                                                                |
|---------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Distribution Date:</b> | October 5, 2023                                                                                                                                                                                                                                                                                                                                                                                                                |
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| <b>CIT Name:</b>          | <b>Scheduled Downtime Notification – 10/15/2023</b>                                                                                                                                                                                                                                                                                                                                                                            |
| <b>From:</b>              | 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 checked="" 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 checked="" type="checkbox"/> Technical            |
| <input type="checkbox"/> MyBCW                                | <input type="checkbox"/> Training                        |
| <input checked="" type="checkbox"/> Customer Correspondence   | <input checked="" type="checkbox"/> Help Desk            |
| <input checked="" type="checkbox"/> 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, October 15, 2023, from 4:00 PM to 8:00 PM.
- The CalSAWS Adhoc Reporting database is scheduled for maintenance on Sunday, October 15, 2023, from 12:30 PM to 4:30 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                | 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 |

|                          |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |              |   |               |  |
|--------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------|---|---------------|--|
|                          | <table border="1" data-bbox="435 75 1101 159"> <tr> <td data-bbox="435 75 1044 117">NOAs / Forms</td> <td data-bbox="1044 75 1101 117">X</td> </tr> <tr> <td data-bbox="435 117 1044 159">Central Print</td> <td data-bbox="1044 117 1101 159"></td> </tr> </table> <p data-bbox="337 268 540 300"><b>County Action</b></p> <ul data-bbox="386 306 1484 411" style="list-style-type: none"> <li>• 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.</li> </ul> <p data-bbox="337 449 1511 516">If you have questions on this CIT, please reach out to the contacts listed below and cc your Regional Manager(s).</p> | NOAs / Forms | X | Central Print |  |
| NOAs / Forms             | X                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |              |   |               |  |
| Central Print            |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |              |   |               |  |
| Primary Project Contact: | Anand Kulkarni < <a href="mailto:DattatriKulkarniA@CalSAWS.org">DattatriKulkarniA@CalSAWS.org</a> >                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |              |   |               |  |
| Backup Project Contact:  | Pete Quijada < <a href="mailto:QuijadaP@CalSAWS.org">QuijadaP@CalSAWS.org</a> >                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |              |   |               |  |
| Attachments:             | None                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |              |   |               |  |
| Web Portal Link:         | <div data-bbox="337 779 472 821" style="background-color: black; width: 83px; height: 20px; margin-bottom: 10px;"></div> <p data-bbox="337 852 383 884">OR</p> <p data-bbox="337 926 1511 957">You may also retrieve the CIT document and attachments by following these steps:</p> <ol data-bbox="386 963 1252 1100" style="list-style-type: none"> <li>1. Click on the CRFIs &amp; CITs link at the top of the page.</li> <li>2. Click on the "CalSAWS Information Transmittal (CIT)" folder.</li> <li>3. Click on the "2023" folder.</li> <li>4. Click on the appropriate CIT # folder.</li> </ol>                                                                                                                                                 |              |   |               |  |