

☒ CalSAWS M&E ☐ CalWIN Migration

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|---------------------------|--|
| Distribution Date: | November 3, 2023 |
| To: | Notify.All; usbenefitscaldevops@deloitte.com; operator@calheers.ca.gov ; HoweG@CalSAWS.org ; QuijadaP@CalSAWS.org ; TombakianM@CalSAWS.org ; tech.productionoperations@calsaws.org |
| CIT Name: | Scheduled CalSAWS Maintenance - System Downtime Notification – 11/19/2023 |
| From: | 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"/> Customer Correspondence | <input type="checkbox"/> Training |
| <input checked="" type="checkbox"/> Other: CalSAWS Production | <input checked="" type="checkbox"/> Help Desk |

Description:

Purpose

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

Background

The CalSAWS application is scheduled for system maintenance **on Sunday, November 19, 2023, from 6:00 AM to 3:00 PM.**

Additional Information

During this period:

- The CalSAWS application will be unavailable for users.
- CalSAWS users will be redirected to a read-only version of the CalSAWS application.
- 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.
 - 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.

Systems and Services Impacted:

| | |
|----------------------------------|---|
| CalSAWS Application and APIs | 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 |

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|--------------------------|---|--------------|---|---------------|--|
| | <table border="1"> <tr> <td>NOAs / Forms</td><td>X</td></tr> <tr> <td>Central Print</td><td></td></tr> </table> <p>County Action</p> <ul style="list-style-type: none"> Share this CIT with any impacted staff who typically work weekends. Workers are advised to plan their work accordingly considering the system maintenance schedule. <p>If you have questions on this CIT, please reach out to the Primary Contact listed below and cc your Regional Manager(s).</p> | 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: | <div style="background-color: black; width: 100px; height: 20px; margin-bottom: 10px;"></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 CRFs & 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. | | | | |