

☒ CalSAWS M&E      ☐ CalWIN Migration

<b>Distribution Date:</b>	November 21, 2023
<b>To:</b>	Notify.All; usbenefitscaldevops@deloitte.com; <a href="mailto:operator@calheers.ca.gov">operator@calheers.ca.gov</a> ; <a href="mailto:HoweG@CalSAWS.org">HoweG@CalSAWS.org</a> ; <a href="mailto:QuijadaP@CalSAWS.org">QuijadaP@CalSAWS.org</a> ; <a href="mailto:TombakianM@CalSAWS.org">TombakianM@CalSAWS.org</a> ; <a href="mailto:Tech.ProductionOperations@CalSAWS.org">Tech.ProductionOperations@CalSAWS.org</a>
<b>CIT Name:</b>	<b>Scheduled Downtime Notification – 12/3/2023</b>
<b>From:</b>	CalSAWS Project

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

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| <input checked="" type="checkbox"/> General<br><input type="checkbox"/> Policy<br><input type="checkbox"/> CW<br><input type="checkbox"/> CF<br><input type="checkbox"/> MC<br><input type="checkbox"/> CMSP<br><input type="checkbox"/> FC/KG/AAP<br><input type="checkbox"/> Child Care<br><input type="checkbox"/> WtW<br><input type="checkbox"/> Other Program(s): ____<br><input checked="" type="checkbox"/> BenefitsCal <input type="checkbox"/> MyBCW<br><input checked="" type="checkbox"/> Customer Correspondence<br><input checked="" type="checkbox"/> Other: CalSAWS Production | <input checked="" type="checkbox"/> Reports<br><input checked="" type="checkbox"/> Fiscal<br><input checked="" type="checkbox"/> Caseload Movement<br><input checked="" type="checkbox"/> Management<br><input checked="" type="checkbox"/> Fiscal<br><input type="checkbox"/> Security<br><input checked="" type="checkbox"/> Batch and Interfaces<br><input checked="" type="checkbox"/> Imaging<br><input type="checkbox"/> Migration<br><input type="checkbox"/> Conversion<br><input checked="" type="checkbox"/> Technical<br><input type="checkbox"/> Training<br><input checked="" type="checkbox"/> Help Desk |
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Description:	<p><b>Purpose</b> The purpose of this CIT is to notify CalSAWS Counties of a scheduled downtime window and of services impacted during system downtime.</p> <p><b>Background</b></p> <ul style="list-style-type: none"> <li>• The CalSAWS application is scheduled for system maintenance on Sunday, December 3, 2023, from 8:00 AM to 2:00 PM.</li> <li>• The CalSAWS Adhoc Reporting database is scheduled for maintenance on Sunday, December 3, 2023, from 2:00 PM to 6:00 PM.</li> </ul> <p><b>Additional Information</b> During the CalSAWS Maintenance period:</p> <ul style="list-style-type: none"> <li>• The CalSAWS application will be unavailable for users.</li> <li>• CalSAWS users will be redirected to a read-only version of the CalSAWS application.</li> <li>• 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"> <li>◦ The following features will not be available in BenefitsCal:                 <ul style="list-style-type: none"> <li>▪ Message Center (notices, messaging, actions, 2-way messaging),</li> <li>▪ appointments,</li> <li>▪ verification of benefits (VOB),</li> <li>▪ CBO account creation,</li> <li>▪ case-link,</li> <li>▪ communication preference updates, and</li> <li>▪ support requests.</li> </ul> </li> <li>◦ E-applications submitted from BenefitsCal will be routed to the office selected by the participant instead of the default county office.</li> </ul> </li> </ul> <p>During the Adhoc Reporting Database Maintenance period:</p> <ul style="list-style-type: none"> <li>◦ The Adhoc Reporting database will be unavailable for Apex, EDR, and Adhoc reports users.</li> </ul> <p><b>Systems Impacted:</b></p> <table border="1"> <tbody> <tr><td>CalSAWS Application and APIs</td><td>X</td></tr> <tr><td>BenefitsCal</td><td>X</td></tr> <tr><td>OCAT Application</td><td>X</td></tr> <tr><td>Learning Management System (LMS)</td><td></td></tr> <tr><td>CalSAWS Training</td><td></td></tr> <tr><td>ServiceNow</td><td></td></tr> <tr><td>Jira</td><td></td></tr> <tr><td>CalSAWS Adhoc Reporting Database</td><td>X</td></tr> <tr><td>Batch</td><td>X</td></tr> <tr><td>Reports/Dashboards</td><td>X</td></tr> <tr><td>Imaging</td><td>X</td></tr> <tr><td>Tasks</td><td>X</td></tr> <tr><td>IVR</td><td>X</td></tr> </tbody> </table>	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
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Contact Center	X										
Lobby Management	X										
EBT	X										
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 style="background-color: black; width: 80px; 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"> <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>										