

☒ CalSAWS M&E ☐ CalWIN Migration

Distribution Date:	January 9, 2024
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CIT Name:	Scheduled CalSAWS Maintenance - System Downtime Notification – 1/21/2024
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 |
| ☐ Customer Correspondence | ☐ Training |
| ☒ Other: CalSAWS Production | ☒ 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, January 21, 2024, 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

	<table border="1" data-bbox="435 75 1102 159"> <tr> <td data-bbox="435 75 1045 117">NOAs / Forms</td> <td data-bbox="1045 75 1102 117">X</td> </tr> <tr> <td data-bbox="435 117 1045 159">Central Print</td> <td data-bbox="1045 117 1102 159"></td> </tr> </table> County Action Share this CIT with any impacted staff 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 Primary Contact 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: 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 "2024" folder. 4. Click on the appropriate CIT # folder.				