

☒ CalSAWS M&E ☐ CalWIN Migration

Distribution Date:	January 17, 2024
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CIT Name:	Scheduled CalSAWS and BenefitsCal Maintenance – System Outage Windows – Year 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 |
| ☐ MyBCW | ☐ Training |
| ☒ Customer Correspondence | ☒ Help Desk |
| ☒ Other: CalSAWS Production | |

Description:	Purpose The purpose of this CIT is to notify CalSAWS counties of planned CalSAWS and BenefitsCal outages for 2024 and of services impacted during these outages. Background • The CalSAWS and BenefitsCal 2024 outage schedule will be updated by the CalSAWS Production Operations team as needed to document emergent events. • Scheduled CalSAWS and BenefitsCal outages for 2024 have been provided as an attachment of this CIT. ○ The 2024 CalSAWS and BenefitsCal outage schedule will also be posted on the CalSAWS WebPortal at [REDACTED] location for future reference [REDACTED] Additional Information During CalSAWS maintenance periods: • 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. During BenefitsCal maintenance periods: • The BenefitsCal application will be unavailable for customers and Community Based Organization (CBO) users. <i>The impacted systems and services are listed in the table below for easier identification of any business process considerations during the downtime.</i>
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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
NOAs / Forms	X
Central Print	

County Action

Share this CIT with any impacted staff of your county who typically work weekends or on holidays. 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 contacts listed below and cc your Regional Manager(s).

Primary Project
Contact:

Anand Kulkarni <DattatriKulkarniA@CalSAWS.org>

Backup Project
Contact:

Pete Quijada <QuijadaP@CalSAWS.org>

Attachments:

CalSAWS and BenefitsCal Scheduled System Outage Windows - 2024

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.