CalSAWS | Information Transmittal (CIT)　　　　0014-24

☒ **CalSAWS M&E**　　　　☐ **CalWIN Migration**

Distribution Date:	January 31, 2024
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CIT Name:	**Scheduled CalSAWS Maintenance - System Downtime Notification – 2/18/2024**
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　　　☐ MyBCW　　☒ 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, February 18, 2024, from 4:00 PM to 8:00 PM.**

Additional Information
During this period:

- The CalSAWS application will be unavailable.
- 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.

    o 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.
    o E-applications submitted from BenefitsCal will be routed to the office selected by the participant instead of the default county office.

In addition, the Read Only version of the CalSAWS application (PRT) will be refreshed at 4 PM on Saturday, February 17, 2024, with the latest production data available during the time. The PRT will be rolled back to 24.01 baseline code/data by 11 PM on Sunday February 18, 2024.

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	
CalSAWS Read Only (PRT)	X

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).

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 CRFIs & 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.