

☒ CalSAWS M&E ☐ CalWIN Migration

<b>Distribution Date:</b>	February 2, 2024
<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> ; <a href="mailto:Bill.Kelly@fisglobal.com">Bill.Kelly@fisglobal.com</a> ; <a href="mailto:CalSAWS.All">CalSAWS.All</a>
<b>CIT Name:</b>	<b>Scheduled CalSAWS Maintenance - System Downtime Notification – 2/23/2024</b>
<b>From:</b>	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:	<p><b>Purpose</b> The purpose of this CIT is to notify CalSAWS counties of a scheduled downtime window, and the services impacted during system downtime.</p> <p><b>Background</b> The CalSAWS Identity Access and Management Solution (ForgeRock) is scheduled for maintenance from 10:00 PM on Friday, February 23, 2024, until 1:00 AM on Saturday, February 24, 2024.</p> <p><b>Additional Information</b> During this period:</p> <ul style="list-style-type: none"> <li>• The CalSAWS and BenefitsCal applications will be unavailable.</li> <li>• "Read Only" version of the CalSAWS application will not be available.</li> </ul> <p><b>Systems and Services Impacted:</b></p> <table border="1" data-bbox="435 667 1101 1434"> <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>X</td></tr> <tr><td>CalSAWS Training</td><td>X</td></tr> <tr><td>ServiceNow</td><td>X</td></tr> <tr><td>Jira</td><td></td></tr> <tr><td>CalSAWS Adhoc Reporting Database</td><td></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> <tr><td>Contact Center</td><td>X</td></tr> <tr><td>Lobby Management</td><td>X</td></tr> <tr><td>EBT</td><td>X</td></tr> <tr><td>NOAs / Forms</td><td>X</td></tr> <tr><td>Central Print</td><td></td></tr> <tr><td>CalSAWS Read Only (PRT)</td><td>X</td></tr> </table> <p><b>County Action</b></p> <ul style="list-style-type: none"> <li>• Share this CIT with any impacted staff who typically work weekends. Workers are advised to plan their work accordingly considering the system maintenance schedule.</li> </ul> <p>If you have questions on this CIT, please reach out to the Primary Contact listed below and cc your Regional Manager(s).</p>	CalSAWS Application and APIs	X	BenefitsCal	X	OCAT Application	X	Learning Management System (LMS)	X	CalSAWS Training	X	ServiceNow	X	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
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NOAs / Forms	X																																						
Central Print																																							
CalSAWS Read Only (PRT)	X																																						
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></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 "2024" folder.</li><li>4. Click on the appropriate CIT # folder.</li></ol>