

☒ CalSAWS M&E ☐ CalWIN Migration

|                           |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
|---------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Distribution Date:</b> | February 27, 2024                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
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| <b>CIT Name:</b>          | <b>Scheduled CalSAWS Maintenance - System Downtime Notification – 3/10/2024</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:

**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, March 10, 2024, from 8:00 AM to 2:00 PM.**
- the CalSAWS Adhoc Reporting database is scheduled for maintenance on **Sunday, March 10, 2024, from 2:00 PM to 6:00 PM**

**Additional Information**

During the CalSAWS Maintenance 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.
  - 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 the Adhoc Reporting Database Maintenance period:

- The Adhoc Reporting database will be unavailable for Apex, EDR, and Adhoc reports users.

In addition, the Read Only version of the CalSAWS application (PRT) will be refreshed at 4 PM on Saturday, March 9, 2024, with the latest production data available during the time. The PRT will be rolled back to 24.01 baseline code/data by 6 PM on Sunday March 10, 2024.

**Systems and Services Impacted:**

|                                  |   |
|----------------------------------|---|
| CalSAWS Application and APIs     | X |
| BenefitsCal                      | X |
| OCAT Application                 | X |
| Learning Management System (LMS) |   |
| CalSAWS Training                 |   |
| ServiceNow                       |   |

|                                  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |      |  |                                  |   |       |   |                    |   |         |   |       |   |     |   |                |   |                  |   |     |   |              |   |               |  |                         |   |
|----------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------|--|----------------------------------|---|-------|---|--------------------|---|---------|---|-------|---|-----|---|----------------|---|------------------|---|-----|---|--------------|---|---------------|--|-------------------------|---|
|                                  | <table> <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> <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> | Jira |  | CalSAWS Adhoc Reporting Database | X | 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 |
| Jira                             |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |      |  |                                  |   |       |   |                    |   |         |   |       |   |     |   |                |   |                  |   |     |   |              |   |               |  |                         |   |
| CalSAWS Adhoc Reporting Database | X                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |      |  |                                  |   |       |   |                    |   |         |   |       |   |     |   |                |   |                  |   |     |   |              |   |               |  |                         |   |
| 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                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |      |  |                                  |   |       |   |                    |   |         |   |       |   |     |   |                |   |                  |   |     |   |              |   |               |  |                         |   |
| 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 CRFs &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>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |      |  |                                  |   |       |   |                    |   |         |   |       |   |     |   |                |   |                  |   |     |   |              |   |               |  |                         |   |