

☒ CalSAWS M&E ☐ CalWIN Migration

Distribution Date:	March 6, 2024
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CIT Name:	Scheduled CalSAWS Maintenance - System Downtime Notification – 3/24/2024
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, March 24, 2024, from 6:00 AM to 1:00 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.
 - 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.

In addition, the Read Only version of the CalSAWS application (PRT) will be refreshed at 7 PM on Saturday, March 23, 2024, with the latest production data available during the time. The PRT will be updated to 24.03 baseline code/data by 6 PM on Sunday March 24, 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	X
Batch	X
Reports/Dashboards	X
Imaging	X
Tasks	X

	<table border="1"> <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> 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).	IVR	X	Contact Center	X	Lobby Management	X	EBT	X	NOAs / Forms	X	Central Print		CalSAWS Read Only (PRT)	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 < 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.														