

- CalSAWS M&E CalWIN Migration

Distribution Date:	April 4, 2024
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CIT Name:	Scheduled CalSAWS Maintenance - System Downtime Notification – 4/14/2024
From:	CalSAWS Project

PPOCs, please forward to the appropriate impacted staff in your county:

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| <input checked="" type="checkbox"/> General
<input type="checkbox"/> Policy
<input type="checkbox"/> CW
<input type="checkbox"/> CF
<input type="checkbox"/> MC
<input type="checkbox"/> CMSP
<input type="checkbox"/> FC/KG/AAP
<input type="checkbox"/> Child Care
<input type="checkbox"/> WtW
<input type="checkbox"/> Other Program(s): __
<input checked="" type="checkbox"/> BenefitsCal
<input type="checkbox"/> Customer Correspondence
<input checked="" type="checkbox"/> Other: CalSAWS Production | <input checked="" type="checkbox"/> Reports
<input checked="" type="checkbox"/> Fiscal
<input checked="" type="checkbox"/> Caseload Movement
<input checked="" type="checkbox"/> Management
<input checked="" type="checkbox"/> Fiscal
<input type="checkbox"/> Security
<input checked="" type="checkbox"/> Batch and Interfaces
<input checked="" type="checkbox"/> Imaging
<input type="checkbox"/> Migration
<input type="checkbox"/> Conversion
<input checked="" type="checkbox"/> Technical
<input type="checkbox"/> Training
<input checked="" type="checkbox"/> Help Desk |
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<p>Description:</p>	<p>Purpose The purpose of this CIT is to notify CalSAWS counties of a scheduled downtime window, and the services impacted during system downtime.</p> <p>Background</p> <ul style="list-style-type: none"> • The CalSAWS application is scheduled for system maintenance on Sunday, April 14, 2024, from 6:00 AM to 10:00 PM. • A read-only version of the CalSAWS Adhoc Reporting database will be available. <p>CalSAWS Impact: On Sunday, April 14, 2024, from 6:00 AM to 10:00 PM:</p> <ul style="list-style-type: none"> • CalSAWS application and IVR will be unavailable. • Users will be redirected to a read-only version of the CalSAWS application. <p>BenefitsCal Impact: On Sunday, April 14, 2024, from 11:00 AM to 2:00 PM</p> <ul style="list-style-type: none"> • The BenefitsCal application is scheduled for maintenance and will be unavailable for users.
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From 6:00 AM to 11:00 AM and from 2:00 PM to 10:00 PM:

- 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.

Adhoc Impact:

- A read-only version of the CalSAWS Adhoc Reporting database will be available.

In addition, the read-only version of the CalSAWS application (PRT) will be refreshed at 4 PM on Saturday, April 13, 2024, with the latest production data available during the time. The PRT will be rolled back to 24.03 baseline code/data by 6 PM on Sunday April 14, 2024.

Systems and Services Impacted:

CalSAWS Application and APIs	X
BenefitsCal	X
OCCAT 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

	<p>County Action</p> <ul style="list-style-type: none"> Share this CIT with any impacted staff who typically work weekends. Workers are advised to plan their work accordingly considering the system maintenance schedule. <p>If you have questions on this CIT, please reach out to the Primary Contact listed below and cc your Regional Manager(s).</p>
Primary Project Contact:	Art Robles RoblesA@CalSAWS.org
Backup Project Contact:	Pete Quijada QuijadaP@CalSAWS.org
Attachments:	None
Web Portal Link:	<p>██████████</p> <p>OR</p> <p>You may also retrieve the CIT document and attachments by following these steps:</p> <ol style="list-style-type: none"> Click on the CRFIs & CITs link at the top of the page. Click on the "CalSAWS Information Transmittal (CIT)" folder. Click on the "2024" folder. Click on the appropriate CIT # folder.

