

☒ CalSAWS M&E ☐ CalWIN Migration

Distribution Date:	April 16, 2024
To:	Notify.All; usbenefitscaldevops@deloitte.com; operator@calheers.ca.gov ; HoweG@CalSAWS.org ; QuijadaP@CalSAWS.org ; TombakianM@CalSAWS.org ; tech.productionoperations@calsaws.org ; Bill.Kelly@fisglobal.com ; CalSAWS.All
CIT Name:	Scheduled CalSAWS Maintenance - System Downtime Notification – 4/26/2024
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 Identity Access and Management Solution (ForgeRock) is scheduled for maintenance from 10:00 PM on Friday, April 26, 2024, until 2:00 AM on Saturday, April 27, 2024. Additional Information During this period: • The CalSAWS and BenefitsCal applications will be unavailable. • "Read Only" version of the CalSAWS application will not be available. Systems and Services Impacted: <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> 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).	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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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.