

☒ CalSAWS M&E ☐ CalWIN Migration

Distribution Date:	April 30, 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 – 5/12/2024
From:	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, May 12, 2024, from 2:00 PM to 6:30 PM.
- The CalSAWS Adhoc Reporting database is scheduled for maintenance on Sunday, May 12, 2024, from 12:00 PM to 4:00 PM.

Additional Information

During the CalSAWS Maintenance period:

- The CalSAWS application will be unavailable for users.
- 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, May 11, 2024, with the latest production data available during that time. The PRT will be rolled back to CalSAWS 24.03 baseline code/data by 10 PM on Sunday May 12, 2024.

Systems and Services Impacted:

CalSAWS Application and APIs	X
BenefitsCal	X
OCAT Application	X
Learning Management System (LMS)	
CalSAWS Training	X
ServiceNow	
Jira	
CalSAWS Adhoc Reporting Database	X
Batch	X
Reports/Dashboards	X

	<table><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>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>	Imaging	X	Tasks	X	IVR	X	Contact Center	X	Lobby Management	X	EBT	X	NOAs / Forms	X	Central Print		CalSAWS Read Only (PRT)	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 < DattatriKulkarniA@CalSAWS.org >																		
Backup Project Contact:	Pete Quijada < QuijadaP@CalSAWS.org >																		
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">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.																		