

☒ CalSAWS M&E

Distribution Date:	May 31, 2024
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CIT Name:	Scheduled Downtime Notification – 6/16/2024
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 checked="" 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 of services impacted during system downtime.

Background

- The CalSAWS application is scheduled for system maintenance on **Sunday, June 16, 2024, from 6:00 AM to 9:00 AM.**

Additional Information

During this 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
 - 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 4 PM on Saturday, June 15, 2024, with the latest production data available during the time. The PRT will be rolled back to 24.05 baseline code/data by 12 PM on Sunday June 16, 2024.

Systems Impacted:

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

	<table><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></table>	Tasks	X	IVR	X	Contact Center	X	Lobby Management	X	EBT	X	NOAs / Forms	X	Central Print	
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EBT	X														
NOAs / Forms	X														
Central Print															
	<p>County Action</p> <ul style="list-style-type: none">Share this CIT with any impacted staff of your county 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 contacts listed below and cc your Regional Manager(s).</p>														
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">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.														