

<b>Distribution Date:</b>	September 11, 2024
<b>To:</b>	<a href="mailto: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">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</a>
<b>CIT Name:</b>	<b>Scheduled Downtime Notification – 9/27/2024</b>
<b>From:</b>	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 checked="" type="checkbox"/> Technical            |
| <input type="checkbox"/> Other Program(s) _____               | <input type="checkbox"/> Training                        |
| <input checked="" type="checkbox"/> BenefitsCal               | <input checked="" type="checkbox"/> Help Desk            |
| <input type="checkbox"/> Customer Correspondence              |  |
| <input type="checkbox"/> OCAT                                 |  |
| <input checked="" type="checkbox"/> Other: CalSAWS Production |  |

Description:	<p><b>Purpose</b></p> <p>The purpose of this CIT is to notify CalSAWS counties of a scheduled downtime window and of services impacted during system downtime.</p> <p><b>Background</b></p> <p>The CalSAWS Identity Access and Management Solution (ForgeRock) is scheduled for maintenance from 10:00 PM on Friday, September 27, 2024, until 2:00 AM on Saturday, September 28, 2024.</p> <p><b>Additional Information</b></p> <p>During this period:</p> <ul style="list-style-type: none"><li>• The "Read Only" version of the CalSAWS application will be unavailable.</li><li>• Users will not be able to login to the CalSAWS, BenefitsCal, Imaging, Enhanced Call Control Panel (eCCP), Default CCP, or OCAT applications. Additionally, access to the services listed below will be unavailable.</li></ul> <p><b>Systems Impacted:</b></p> <table border="1"><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></table>	CalSAWS Application and APIs	X	BenefitsCal	X	OCAT Application	X
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OCAT Application	X						

	<table> <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></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></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><b>County Action</b></p> <p>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> <p>If you have questions on this CIT, please reach out to the contacts listed below and cc your Regional Manager(s).</p>	Learning Management System (LMS)	X	CalSAWS Training	X	ServiceNow	X	Jira		CalSAWS Adhoc Reporting Database		Batch		Reports/Dashboards	X	Imaging	X	Tasks	X	IVR		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 < <a href="mailto:DattatriKulkarniA@CalSAWS.org">DattatriKulkarniA@CalSAWS.org</a> >																																
Backup Project Contact:	Pete Quijada < <a href="mailto:QuijadaP@CalSAWS.org">QuijadaP@CalSAWS.org</a> >																																
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"> <li>1. Click on the CRFIs &amp; CITs link at the top of the page.</li> <li>2. Click on the "CalSAWS Information Transmittal (CIT)" folder.</li> <li>3. Click on the "2024" folder.</li> <li>4. Click on the appropriate CIT # folder.</li> </ol>																																