CalSAWS | Information Transmittal (CIT)   0147-24

Distribution Date:	September 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 Downtime Notification – 10/06/2024**
From:	CalSAWS Project

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

☒ General
☐ Policy
    ☐ CW
    ☐ CF
    ☐ MC
    ☐ CMSP
    ☐ FC/KG/AAP
    ☐ Child Care
    ☐ WtW
    ☐ Other Program(s)_____
☒ BenefitsCal
☐ Customer Correspondence
☒ OCAT
☒ Other: CalSAWS Production

☒ Reports
    ☒ Fiscal
    ☒ Caseload Movement
    ☒ Management
☒ Fiscal
☐ Security
☒ Batch and Interfaces
☒ Imaging
☒ Technical
☐ Training
☒ 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, October 6, 2024, from 6:00 AM to 10:00 PM.**
• The BenefitsCal application is scheduled for system maintenance on **Sunday, October 6, 2024, from 11:00 AM to 2:00 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.
• IVR self service will be unavailable for customers.
• The Enhanced Call Control Panel (eCCP) will be unavailable.
    o Users will be able to access default CCP to handle/place calls.
• Between **6:00 AM** and **11:00 AM** and between **2:00 PM** and **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.

- o The following features will not be available
    - o Message Center (notices, messaging, actions, 2-way | messaging)
    - o appointments
    - o verification of benefits (VOB)
    - o CBO account creation
    - o case-link
    - o communication preference updates
    - o support requests

- o E-applications submitted from BenefitsCal will be routed to the office selected by the participant instead of the default county office.

During the BenefitsCal Maintenance period:
- The BenefitsCal application will be unavailable for users and CBOs.

In addition, the Read Only version of the CalSAWS application (PRT) will be refreshed at 4:00 PM on Saturday, October 5, 2024, with the latest production data available during that time. The PRT will be rolled back to CalSAWS 24.09 baseline code/data by 12:00 AM on Monday, October 7, 2024.

- **Systems Impacted:**

CalSAWS Application and APIs	X
BenefitsCal	X
OCAT Application	X
Learning Management System (LMS)	
CalSAWS Training	
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	

County Action

	• 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. If you have questions on this CIT, please reach out to the contacts listed below and cc your Regional Manager(s).
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.