

CIT Name	Scheduled Downtime Notification – 10/20/2024
Distribution Date	October 1, 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

PPOCs, please forward to the appropriate impact 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

☐ Migration

☐ Conversion

☒ Technical

☐ Training

☒ Help Desk

Description	<div><div>Purpose</div><div>The purpose of this CIT is to notify CalSAWS counties of a scheduled downtime window and of services impacted during system downtime.</div><div>Background<ul style="list-style-type: none">The CalSAWS application is scheduled for system maintenance on Sunday, October 20, 2024, from 2:00 PM to 6:30 PM.The CalSAWS Adhoc Reporting database is scheduled for maintenance on Sunday, October 20, 2024, from 12:00 PM to 4:00 PM.</div><div>Additional Information<div>During the CalSAWS Maintenance period:</div><ul style="list-style-type: none">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.<ul style="list-style-type: none">Users will be able to access default CCP to handle/place calls.</div></div>
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- 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
 - Message Center (notices, messaging, actions, 2-way | messaging)
 - appointments
 - verification of benefits (VOB)
 - CBO account creation
 - case-link
 - communication preference updates
 - 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, October 19, 2024, with the latest production data available during that time. The PRT will be rolled back to CalSAWS 24.09 baseline code/data by 8 PM on Sunday, October 20, 2024.

Systems Impacted

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

	<table><tr><td>NOAs / Forms</td><td>X</td></tr><tr><td>Central Print</td><td></td></tr></table>	NOAs / Forms	X	Central Print	
NOAs / Forms	X				
Central Print					
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.				