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| Distribution Date | December 23, 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 |
| CC | Consortium.RegionalManagers.All; Consortium.SectionDirectors; |
| CIT Name | Scheduled Downtime Notification – 1/26/2025 |

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

- | | |
|---|---|
| <input checked="" type="checkbox"/> General <input type="checkbox"/> Policy <input type="checkbox"/> CW <input type="checkbox"/> CF <input type="checkbox"/> MC <input type="checkbox"/> CMSP <input type="checkbox"/> FC/KG/AAP <input type="checkbox"/> Child Care <input type="checkbox"/> WtW <input type="checkbox"/> Other Program(s) _____ <input checked="" type="checkbox"/> BenefitsCal <input type="checkbox"/> Customer Correspondence <input type="checkbox"/> OCAT <input checked="" type="checkbox"/> Other: CalSAWS Production | <input checked="" type="checkbox"/> Reports <input checked="" type="checkbox"/> Fiscal <input checked="" type="checkbox"/> Caseload Movement <input checked="" type="checkbox"/> Management <input checked="" type="checkbox"/> Batch and Interfaces <input checked="" type="checkbox"/> Fiscal <input checked="" type="checkbox"/> GA/GR <input checked="" type="checkbox"/> Help Desk <input checked="" type="checkbox"/> Imaging <input type="checkbox"/> Security <input checked="" type="checkbox"/> Task Management <input checked="" type="checkbox"/> Technical <input type="checkbox"/> Training |
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| Description | <p>Purpose The purpose of this CIT is to notify CalSAWS counties of a scheduled downtime window and of services impacted during system downtime.</p> <p>Background The CalSAWS application is scheduled for maintenance on Sunday, January 26, 2025, from 6:00 AM to 1:00 PM.</p> <p>Additional Information During the CalSAWS Maintenance period:</p> <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. |
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- IVR self service will be unavailable for customers.
- The Enhanced Call Control Panel (eCCP) will be unavailable.
 - Users will be able to access default CCP to handle/place calls.
- 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.

In addition, the Read Only version of the CalSAWS application (PRT) will be refreshed at 4 PM on Saturday, January 25, 2025, with the latest production data available during that time. PRT will be updated to 25.01 baseline code/data by 6 PM on Sunday, January 26, 2025.

Systems Impacted

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

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| Tasks | X |
| IVR | X |
| Contact Center | X |
| Lobby Management | X |
| EBT | X |
| NOAs / Forms | X |
| Central Print | |

County Actions

1. 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.
2. 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.