

Distribution Date	March 25, 2025
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;Communications.Infra@CalSAWS.org
CC	Consortium.RegionalManagers.All; Consortium.SectionDirectors;
CIT Name	Scheduled Downtime Notification – 4/11/2025

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

- | | |
|---|--|
| ☒ General | ☒ Reports |
| ☐ Policy | ☒ Fiscal |
| ☐ CW | ☒ Caseload Movement |
| ☐ CF | ☒ Management |
| ☐ MC | ☒ Batch and Interfaces |
| ☐ CMSP | ☒ Fiscal |
| ☐ FC/KG/AAP | ☒ GA/GR |
| ☐ Child Care | ☒ Help Desk |
| ☐ WtW | ☒ Imaging |
| ☐ Other Program(s) _____ | ☐ Security |
| ☒ BenefitsCal | ☒ Task Management |
| ☐ Customer Correspondence | ☒ Technical |
| ☒ OCAT | ☒ Training |
| ☒ Other: CalSAWS Production | |

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 Identity and Access Management Solution (ForgeRock) is scheduled for maintenance from 10:00 PM on Friday, April 11, 2025, until 2:00 AM on Saturday, April 12, 2025.
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Additional Information:

During this period:

- Users will not be able to login to the CalSAWS, BenefitsCal, Imaging, Enhanced Call Control Panel (eCCP), Default CCP, and OCAT applications. Additionally, access to the services listed below will be unavailable.
- The "Read Only" version of the CalSAWS application will be **unavailable**.

Systems Impacted:

CalSAWS Application and APIs	X
BenefitsCal	X
OCAT Application	X
Learning Management System (LMS)	X
CalSAWS Training	X
ServiceNow	X
Jira	
CalSAWS Adhoc Reporting Database	
Batch	X
Reports/Dashboards	X
Imaging	X
Tasks	X
IVR	
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	Tech.productionoperations@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 "2025" folder. 4. Click on the appropriate CIT # folder.