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| Distribution Date | November 3, 2025                                                                                          |
| To                | PPOC.All                                                                                                  |
| CC                | Consortium.RegionalManagers.All; Consortium.SectionDirectors; Gainwell.Leadership; Deloitte.ME.Leadership |
| CIT Name          | <b>CalSAWS Updated Urgent After Business Hours Support</b>                                                |

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

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| <input checked="" type="checkbox"/> General<br><input type="checkbox"/> Policy<br><input type="checkbox"/> CW<br><input type="checkbox"/> CF<br><input type="checkbox"/> MC<br><input type="checkbox"/> CMSP<br><input type="checkbox"/> FC/KG/AAP<br><input type="checkbox"/> Child Care<br><input type="checkbox"/> WtW<br><input type="checkbox"/> Other Program(s) _____<br><input type="checkbox"/> BenefitsCal<br><input type="checkbox"/> Customer Correspondence<br><input type="checkbox"/> OCAT<br><input type="checkbox"/> Other _____ | <input type="checkbox"/> Reports<br><input type="checkbox"/> Fiscal<br><input type="checkbox"/> Caseload Movement<br><input type="checkbox"/> Management<br><input type="checkbox"/> Batch and Interfaces<br><input type="checkbox"/> Fiscal<br><input type="checkbox"/> GA/GR<br><input type="checkbox"/> Help Desk<br><input type="checkbox"/> Imaging<br><input type="checkbox"/> Security<br><input type="checkbox"/> Task Management<br><input type="checkbox"/> Technical<br><input type="checkbox"/> Training |
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| Description | <p><b>Purpose</b></p> <p>The purpose of this CIT is to share the updated Urgent After Business Hours Support model for CalSAWS counties. Effective November 1st, 2025, the Urgent After Business Hours Support number for County assistance outside the CalSAWS Service Desk hours is changing for Application related issues.</p> <p><b>Note: Urgent After Business Hours Infrastructure contact information is not changing. Please see CIT 0017-25 for Infrastructure instructions.</b></p> <p><b>Examples of Infrastructure related issues include:</b></p> <ul style="list-style-type: none"> <li>■ Network connectivity</li> <li>■ Failure of CalSAWS hardware located in the County preventing system usage</li> </ul> <p>Examples of Application related issues include:</p> <ul style="list-style-type: none"> <li>■ Batch processing related concerns</li> <li>■ Interface file transfers to or from CalSAWS batch processing</li> </ul> |
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- Unable to access CalSAWS during expected online hours

### Background

Issues can be escalated immediately to CalSAWS Project teams for widespread or system-wide issues outside the operating hours of the CalSAWS Service Desk. It is the responsibility of the CalSAWS Project teams to determine the cause of the issue, develop a remediation strategy, and communicate to the County(s) and/or Consortium with status updates.

### Additional Information

For a widespread or system-wide issue outside of the CalSAWS Service Desk hours, of 7:00 am to 6:00 pm Pacific Time, Monday through Saturday except for published holidays and scheduled system downtime, please refer to the "County Actions" section below.

- If an issue is anything other than widespread or system-wide issues, please use one of the following to Contact the CalSAWS Service Desk during business operation hours, follow your county process to either:
  - Contact your county Help Desk
  - Leave a message for the CalSAWS Service Desk at the toll-free number, 1-866-828-3054.
  - Email pertinent information to [Helpdesk@CalSAWS.org](mailto:Helpdesk@CalSAWS.org) for assistance on the next business day.

### County Actions

1. A CalSAWS user reports an issue to their supervisor or County Help Desk or a County team detects a problem, such as loss of connectivity, outside the CalSAWS Service Desk operating hours. If determined to be an urgent issue (typically a widespread or system-wide issue), the County staff may call the following to obtain CalSAWS assistance:
  - Application Support (If there is no answer, the next number on the list should be called):
    - 916-878-9091 – Tier 3 Application Support Lead
    - 720-891-1873 – Tier 3 Database Support
    - 678-299-9322 – Tier 3 Operations Support
  - Infrastructure Support:
    - 916-851-3333 – Tier 2 Infrastructure Support
2. When contact has been made, a ServiceNow ticket is opened by the answering party and then updated and actioned by the appropriate staff.
3. If an alternate procedure is defined and documented, information is relayed to the reporting County. If Tier 2/3 included information regarding the Jira number associated with the alternate procedure in the ServiceNow ticket, this information is also provided to the County.
4. The ServiceNow ticket is closed once the issue has been resolved with updates.

Primary Project  
Contact

Emma Nisbet  
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|------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Backup Project Contact | Nonie Reyes-Small<br><a href="mailto:Reyes-Small@CalSAWS.org">Reyes-Small@CalSAWS.org</a>                                                                                                                                                                                                                                                                                                                                                                          |
| Attachments            | N/A                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| Web Portal Link        | <br><br>OR<br><br>You may also retrieve the CIT document and attachments by following these steps: <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 "2025" folder.</li><li>4. Click on the appropriate CIT # folder.</li></ol> |