

Distribution Date	January 27, 2026
To	Notify.All; usbenefitscaldevops@deloitte.com; operator@calheers.ca.gov; HoweG@CalSAWS.org; QuijadaP@CalSAWS.org; venuagopalanp@calsaws.org; tech.productionoperations@calsaws.org; Bill.Kelly@fisglobal.com; CalSAWS.All; Notify.SCATL.Outage
CC	Consortium.RegionalManagers.All; Consortium.SectionDirectors; Communications.Infra@CalSAWS.org
CIT Name	CalSAWS Scheduled System Outage Calendar for 2026

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

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

Description	<p>Purpose</p> <p>The purpose of this CIT is to notify CalSAWS counties of scheduled system outage calendar for the year 2026.</p>																	
	<p>Background</p> <ul style="list-style-type: none">• The CalSAWS application• will be unavailable due to planned maintenance activities such as baseline releases, ForgeRock releases, database and operating system patching, and disaster recovery exercises. which require system downtime.• The project team prepared a calendar which lists all currently scheduled maintenance activities and the approximate duration of CalSAWS and associated system downtime.																	
	<p>Additional Information:</p> <ul style="list-style-type: none">• Counties may refer to the attached outage calendar to plan local activities that require CalSAWS and associated systems availability.• The project team will publish a separate CIT to notify counties of planned maintenance activities that require a CalSAWS outage at least 2 weeks ahead of schedule.• The project team will update the system outage calendar to reflect new information as it becomes available.• County staff that do not have access to the CalSAWS Web Portal can refer to the attached system outage calendar for 2026 with this CIT.• County staff with access to the CalSAWS Web Portal can access the system outage calendar for 2026 by clicking the link below: <div></div>																	
	<p>Systems Impacted:</p>																	
	<table><tr><td>CalSAWS Application and APIs</td><td>X</td></tr><tr><td>BenefitsCal</td><td>X</td></tr><tr><td>OCAT Application</td><td>X</td></tr><tr><td>SCATL Application</td><td>X</td></tr><tr><td>CalSAWS Training</td><td>X</td></tr><tr><td>ServiceNow</td><td>X</td></tr><tr><td>CalSAWS Adhoc Reporting Database</td><td>X</td></tr><tr><td>Batch</td><td>X</td></tr><tr><td>Reports/Dashboards</td><td>X</td></tr></table>	CalSAWS Application and APIs	X	BenefitsCal	X	OCAT Application	X	SCATL Application	X	CalSAWS Training	X	ServiceNow	X	CalSAWS Adhoc Reporting Database	X	Batch	X	Reports/Dashboards
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CalSAWS Adhoc Reporting Database	X																	
Batch	X																	
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Imaging	X
Tasks	X
IVR	X
Contact Center	X
Lobby Management	X
EBT	X
NOAs / Forms	X

County Actions:

1. Share this CIT with staff from your county who typically work weekends. Workers are advised to plan their work accordingly considering the system maintenance schedule.
2. If you have questionabout this CIT, please reach out to the contacts listed below and cc your Regional Manager(s)

Primary Project Contact

Communications.Infrastructure <Communications.Infra@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 "2026" folder.
4. Click on the appropriate CIT # folder.