CalSAWS | Information Transmittal (CIT) 0180-26

Distribution Date	October 13, 2026
To	Notify.All; usbenefitscaldevops@deloitte.com; operator@calheers.ca.gov; HoweG@CalSAWS.org; QuijadaP@CalSAWS.org; venugopalanp@calsaws.org; Bill.Kelly@fisglobal.com; CalSAWS.All; Notify.SCATL.Outage
CC	Consortium.RegionalManagers.All; Consortium.SectionDirectors; Communications.Infra@CaLSAWS.org
CIT Name	**Scheduled Downtime Notification – 10/30/2026**

PPOCs, please forward to the appropriate impacted 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
- ☒ Batch and Interfaces
- ☒ Fiscal
- ☒ GA/GR
- ☒ Help Desk
- ☒ Imaging
- ☐ Security
- ☒ Task Management
- ☒ Technical
- ☒ Training

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, October 30, 2026**, until **2:00 AM** on **Saturday, October 31, 2026**.

Additional Information:

During this period:

- Users will not be able to login to the CalSAWS, BenefitsCal, Imaging, Enhanced Call Control Panel (eCCP), Default CCP, SCATL Application, 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
SCATL 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 in 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	Clay Erickson <EricksonCA@CalSAWS.org>
Backup Project Contact	Pete Quijada <QuijadaP@CalSAWS.org>
Attachments	None
Communication Portal Link	[redacted] OR You may also retrieve the CIT document and attachments by following these steps: 3. Hover over the Communications & Resources tab at the top of the page. 4. Click on the "CalSAWS Information Transmittal (CIT)" folder. 5. Click on the "2026" folder. 6. Click on the appropriate CIT # folder.