

- CalSAWS DD&I
 C-IV M&O
 CalWIN M&O
 LRS M&E

Distribution Date:	April 28, 2021
To:	PPOC.All, Consortium.SectionDirectors, Consortium.RegionalManagers.All; Consortium.Execs;Consortium.Managers
CIT Name:	CalSAWS Sandbox Environment Incident Submission
From:	CalSAWS Project

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

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|--|---|
| <input checked="" type="checkbox"/> General | <input type="checkbox"/> Reports |
| <input type="checkbox"/> Policy | <input type="checkbox"/> Fiscal |
| <input type="checkbox"/> CW | <input type="checkbox"/> Caseload Movement |
| <input type="checkbox"/> CF | <input type="checkbox"/> Management |
| <input type="checkbox"/> MC | <input type="checkbox"/> Fiscal |
| <input type="checkbox"/> CMSP | <input type="checkbox"/> Security |
| <input type="checkbox"/> FC/KG/AAP | <input type="checkbox"/> Batch and Interfaces |
| <input type="checkbox"/> Child Care | <input type="checkbox"/> Imaging |
| <input type="checkbox"/> WtW | <input type="checkbox"/> Migration |
| <input type="checkbox"/> Other Program(s) _____ | <input type="checkbox"/> Conversion |
| <input type="checkbox"/> C4Yourself | <input type="checkbox"/> Technical |
| <input type="checkbox"/> Your Benefits Now! | <input type="checkbox"/> Training |
| <input type="checkbox"/> Customer Correspondence | <input checked="" type="checkbox"/> Help Desk |
| <input type="checkbox"/> Other _____ | |

Description: (Including any step-by-step instructions)	<p>Purpose The purpose of this CIT is to notify the 58 CalSAWS Counties of the upcoming change to incident submissions for the Sandbox environment.</p> <p>Background The CalSAWS Sandbox Environment is currently available using a direct link when in county office or via AppStream. This environment provides counties with an opportunity to use CalSAWS prior to migration in a non-production environment. The CalSAWS Sandbox Environment uses the production application code and masked CalSAWS production data.</p> <p>Currently when issues are encountered in the CalSAWS Sandbox Environment the LRS ServiceNow Environment is used to log issues with the environment. A new page has been made available for users to submit issues with the CalSAWS Sandbox environment in correlation with the go-live of the new CalSAWS ServiceNow Environment scheduled for May 1.</p> <p>Additional Information The CalSAWS ServiceNow Environment Sandbox Issue reporting does not require credentials to submit a ticket. Users encountering issues in the CalSAWS Sandbox environment can go to the URL https://calsawsprod.servicenowservices.com/sb</p>
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(URL not viable until May 1st go-live) and report the issue. Users encountering issues will be required to fill in questions to help staff triage the issue.

Required fields:

- **Email** – Provide your email to be able to receive communications regarding the status of the issue as it is triaged
- **First Name** – Your First Name
- **Last Name** – Your Last Name
- **Phone** – If you want to provide a number to for contact regarding the issue
- **County** – Your County
- **Short Description** - Provide a summary title for your issue/inquiry
- **Describe the issue in more detail** – This detailed summary provides as detailed insight into the issue as possible to be able to provide the Help Desk teams triage the issue.
- **Username/EID** – if you are using a group account in the Sandbox associated to your county

Optional fields – Optional fields assist with clarity in ticket triage but are not required to fulfil every ticket.

- **Associated County Helpdesk Ticket Number** – If you created a ticket within a separate ticket system to track the issue encountered
- **Third Level Category** – Provides breakdown of the portion of the application that the issue was encountered
- **Fourth Level Category** – Further depth into the application
- **Does this affect multiple users that you know of?** – Assists in determination of the impact of the issue.
- **Does this issue prevent the user from performing a primary business function?** - Assists in determination of the Severity of the issue.
- **What is the page name where the issue occurred?** – Provide the Sandbox System page name where the issue/inquiry occurred. you may input “N/A”
- **What error message did the user receive?** - Provide the specific error message you received. If there is no error message involved, you may input “N/A”
- **What was the expected outcome for the user?** - Input the outcome you expected based on the steps that lead up to the issue/inquiry. you may input “N/A”
- **What are the steps to reproduce the issue?** - Input the exact page navigations, buttons clicked, or other relevant details that lead you to encounter the issue/inquiry. you may input “N/A”
- **Alternate Procedure** – If you were able to work around the issue, what were the steps that you completed
- **Case Number** – Provide the case number you were working on when the issue/inquiry occurred. If the issue/inquiry occurred outside of the context of a case, you may input “N/A” (production data should not be used in the Sandbox)
- **Case Name** - Provide the case name you were working on when the issue/inquiry occurred. If the issue/inquiry occurred outside of the context of a case, you may input “N/A” (production data should not be used in the Sandbox)
- **Function** – Provide the Function you were working on when the issue/inquiry occurred.

	<ul style="list-style-type: none"> • Program - Provide the Program you were working in when the issue/inquiry occurred. • Additional Information – If you need to provide any additional information not covered in other fields <p>Based on the Email, notifications will be sent to the ticket creator with the ticket number and all subsequent communications regarding the triage of the ticket that was created.</p> <p>County Action There is no county action needed, at this time.</p>
Primary Project Contact: (Name, phone number, email address)	Mike Tombakian Help Desk Manager Tombakianh@CalSAWS.org (916) 800-8104
Backup Project Contact: (Name, phone number, email address)	Pete Quijada Help Desk Analyst QuijadaP@CalSAWS.org (213) 712-1952
Attachments:	None
Web Portal Link:	 OR You may also retrieve the CIT document and attachments by following these steps: <ol style="list-style-type: none"> 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 "2021" folder. 4. Click on the appropriate CIT # folder.