Cal**SAWS** | **Information Transmittal (CIT)**   **0105-21**

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

Distribution Date:	April 29, 2021
To:	PPOC.40; IPOC.40; TPOC; Consortium.RegionalManagers.All; Consortium.SectionDirectors; Tombakianh@CalSAWS.org; HillJR@CalSAWS.org
CIT Name:	**CalSAWS ServiceNow Migration Go-live**
From:	CalSAWS Project

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

☒ General   ☐ Reports
☐ Policy   　☐ Fiscal
　☐ CW   　☐ Caseload Movement
　☐ CF   　☐ Management
　☐ MC   ☐ Fiscal
　☐ CMSP   ☐ Security
　☐ FC/KG/AAP   ☐ Batch and Interfaces
　☐ Child Care   ☐ Imaging
　☐ WtW   ☐ Migration
　☐ Other Program(s)_____   ☐ Conversion
☐ C4Yourself   ☐ Your Benefits Now!   ☐ Technical
☐ Customer Correspondence   ☐ Training
☐ Other _____   ☒ Help Desk

| Description: (Including any step-by-step instructions) | **Purpose**

The purpose of this CIT is to provide an update on the ServiceNow migration timeline for Los Angeles and the C-IV counties.

Background

The CalSAWS Project is implementing a new ServiceNow ticketing platform to consolidate the CalSAWS Help Desk toolsets into a common platform. ServiceNow will handle user issues with the core applications of LRS/CalSAWS, C-IV, and, ultimately, CalSAWS. This new platform will be replacing CA Service Desk Manager (CA-SDM/Unicenter) used by the C-IV counties and the existing ServiceNow instance used by Los Angeles County. The transition to a unified instance of ServiceNow will provide a single issue-handling application to eventually support all 58 counties in CalSAWS.

Additional Information

On April 30th at 8pm the ServiceNow team and associated other technical groups will enable the new Customer Service Management version of ServiceNow and the user accounts for both LRS and C-IV Help Desk users. These groups have |

undergone multiple training sessions, UAT and Q&A sessions regarding the deployment and are aware of the switch in the tooling.

On May 1st Help Desk groups will be able to log in to ServiceNow with the URL ████████████████████████████ (URL not viable till May 1).

On May 1st, 3rd, 4th, 5th, 6th, and 7th the ServiceNow Migration team will be available on a bridge line for availability regarding questions and issues with the ServiceNow tool set. All ServiceNow Fulfillers and PPOCs have been directly invited to these sessions should they encounter issues with the environment post go-live to report any issues with the toolset. If you need to access a bridge please reach out to your local PPOC. Users with questions on the general process can Search the knowledge base for the training material and can still access the ████ ██████████ to run through example scenarios. If a user finds any items, those items will be added to the ServiceNow Ideation portal and reported in the daily meetings.

Any users encountering issues with access who did not attend any of the training sessions should reach out to the delegated admin for their county, which can be found from ████████████████████████████

The previous toolsets of the LRS ServiceNow and C-IV CA SDM will continue to be available to close existing tickets and review data. These environments will have all new ticket generation disabled, as the new toolset is now responsible for all incoming ticket handling.

Primary Project Contact: (Name, phone number, email address)	Haikaz "Mike" Tombakian Help Desk IT Manager Tombakianh@CalSAWS.org 916-800-8104
Backup Project Contact: (Name, phone number, email address)	John Hill ServiceNow Migration Manager HillJR@CalSAWS.org 916-851-3251
Web Portal Link:	████████ OR You may also retrieve the CIT document and attachments by following these steps: 1. Navigate to the ████████████████ 2. Click on the CRFIs & CITs link at the top of the page. 3. Click on the "CalSAWS Information Transmittal (CIT)" folder. 4. Click on the "2021" folder. 5. Click on the appropriate CIT # folder.