CalSAWS | Notes from Training Committee Meeting

Date:	September 1, 2021	Notes Location:	
Time:	10:00 am – 11:00 am	Meeting Materials:	Agenda
Meeting Called by:	Joyce Oshiro		

Attendees: Region 1: Andrew Stewart, Maricela Flores, Odioh Odiye
Region 2: Kristin Montoya, Melinda Martin, Virginia Condrey
Region 3: Not present
Region 4: Cesar Maya, Doris Sons, Hannah Hazelet, Nhia Yang
Region 5: Daniel Cajina, Perla Cabrera
Region 6: Raul Ruano, America Rodriguez, Laura Carmouche
CalSAWS: Ashley Arnold, Christina Garcia, Christina Velasco, Char Barker, Elizabeth Palm, Jamie Cox, Jayna Longstreet, Jennifer Hahner, Joyce Oshiro, Samantha Machon, Tatiana Muresan, Tom Villanueva, Ivan Parra, Yolanda Banuelos, Kristi Rodriquez

Topic	Important Points

C-IV migration training update and CalSAWS training environments	• The 60-day reset of passwords has been removed for Training Production Environment generic passwords
	
	• C-IV Migration Early Training completed last week
	
	• C-IV Migration General Training started this week
	
	• Weekly, the Project will put out lists of migration training materials that were added or updated
	
	• LMS Reports:
	   ○ Weekly Executive Summary Report includes how many employees in your county have logged in to LMS, how many have started training and how many have completed training
	   ○ Daily LMS Report has been updated. It now includes a new column for employees that have not yet started the curriculum.
	
	• Training Coordinator Guide has been updated. If you need a copy, please request it.
	
	• Some users still encounter log in issues. Make sure staff log into the LMS using the correct web address as well as using their C-IV user name and not their emails the very first time they log in. Recommend not using a generic LMS login if you have a your own.
	
	• Training Environment Guide has been updated. The case copy batch job runs every 5 minutes, not every 15 minutes as previously stated.
	
	• If you have an issue with any of the environments or have a question, refer to the Training Environment Guide, the roadshow materials or submit a ServiceNow trouble ticket.

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	• Region 6 reports seeing Merced County on NOAs in staging and training production. Requested they submit a trouble ticket.

CalWIN migration training update	• Wave 1:
	   ○ The Training Team met with Contra Costa County in person last week to go over their training roles
	   ○ Meetings with the other two Wave 1 Counties scheduled
	• Planning for meetings with Counties scheduled for other Waves in progress
	• Once C-IV migration activities are completed, the Training Team will pivot to training activities for the CalWIN Counties.
	• Reminder, you may look at the migration material that C-IV received by using one of the generic LMS preview accounts with the new link that was sent through CIC. C-IV migration materials were developed to only show differences between C-IV and CalSAWS. They do not include information on functionality that will not change.

C-IV Production Training	• C-IV Production Training environment refresh did not happen over the weekend. Email was sent out yesterday and asked for comments regarding completing the refresh this weekend. We need to run a refresh and a data reset. Please reply to the email if you have a preferred refresh date. • This issue impacts your County if you are a C-IV county that will be using the environment before the next refresh. • Another refresh is scheduled for September 20, 2021
Miscellaneous	• CalSAWS ILT status: The Training Team met with Counties to collect information on their needs and how they would use the ILTs. Planning still in development. • The Reports Team identified seven reports that are both scheduled and on-request in C-IV but only scheduled in CalSAWS. The Management Report Committee facilitator will send an email asking for input on which reports (if any) should be available on request in CalSAWS. The Training Committee will be included since the Release Note Report is one of these reports. An SCR will be created for any that will be on-request reports. • Counties report seeing numerous references to LRS and LA County in the LMS job aids. These were all updated between 21.01 – 21.07 so there should not be any. Training Lead to research. If you see any job aids in Online Help which still contain LRS in the verbiage,

Topic	Important Points
	please report via email to Ashley Arnold, Cristina Garcia or Luis Alvarado and specify which domain, job aid name, page number and include screenshots
	• Next meeting is November 3, 2021

(Optional Items)

#	Action Item	Assigned To	Assigned Date	Due Date	Status
1	Request to extend the timeframe of inactive CalSAWS Training Logins past 60 days	Cristina Garcia	07/07/21	09/01/2021	Completed
2	Will the resources and school information be coming over to conversion for production and training? No training data will convert	Joyce Oshiro	9/1/2021		Pending