CalSAWS | Information Transmittal (CIT) 0284-21

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

Distribution Date:	September 24, 2021
To:	Director.All, PPOC.All, Consortium.RegionalManagers.All, PSC, Diane Alexander
CIT Name:	**CalSAWS Handbook and Maintenance and Operations Plans**
From:	CalSAWS Project

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)_____

☐ C4Yourself ☐ Your Benefits Now!
☐ Customer Correspondence
☐ Other_____

☐ Reports
- ☐ Fiscal
- ☐ Caseload Movement
- ☐ Management

☐ Fiscal
☐ Security
☐ Batch and Interfaces
☐ Imaging
☐ Migration
☐ Conversion
☐ Technical
☐ Training
☐ Help Desk

Description: (Including any step-by-step instructions)	**Purpose** The purpose of this CIT is to share information designed to support the counties, committees and processes related to the CalSAWS project. <u>CalSAWS Handbook</u> CalSAWS has created the [redacted] (WEB PORTAL/ Resources/ CalSAWS Handbook) to assist counties with understanding the CalSAWS governance structure, automation principles and change processes. <u>CalSAWS Maintenance and Operations Plans</u> The [redacted] (WEB PORTAL/ Resources/ CalSAWS Maintenance and Operations Plans), previously known as System Operation and Support Plans (SOSPs), provide processes and working documents specific to County Sites, Help Desk services and Remote Maintenance Operations. These plans are specific to the 40 counties (LA and C-IV counties); additional updates will be made to incorporate CalWIN counties operations. *County Site Plans* These plans focus on describing the county specific procedures for maintaining the CalSAWS infrastructure and application. The intended audience is CalSAWS County personnel. *Helpdesk Services Plan*

	The Helpdesk Services Plan documents procedures for the CalSAWS Helpdesk that will support the CalSAWS application. This document includes Roles and Responsibilities of the CalSAWS Helpdesk and CalSAWS Tier 3 Helpdesk support staff and the activities managed by each team involved in the Helpdesk processes, as Counties, Consortium and Accenture are responsible for managing steps in the CalSAWS Helpdesk processes as it relates specifically to the CalSAWS application *Remote maintenance Operations Plan* The Remote Maintenance Operations Plan describes the scope of activities required to support the CalSAWS system remote maintenance including the availability of remote maintenance, the maintenance procedure for various components, and the response time for managed network counties. Procedures for site moves, new installs and de-installs, and the reporting vehicles for incident maintenance activities are also included. **Additional Information** These materials include the latest up to date information as it pertains to the CalSAWS project and processes. **County Action** Please review and/or distribute these materials to your county's CalSAWS Regional Committee Members, Subject Matter Experts, and operations staff. CalSAWS Web Portal access is needed to review these resources. If counties have suggested updates for the CalSAWS Handbook, they should send specific suggestions to their Regional Manager(s). The CalSAWS Handbook will be updated quarterly as needed. The Regional Managers and CalSAWS PMO will collaborate to keep to the quarterly publication schedule.
Primary Project Contact: (Name, phone number, email address)	*Questions can be sent back to the county Primary Point of Contact (PPOC) or Regional Manager*
Backup Project Contact: (Name, phone number, email address)	Lenecia Miles 916-851-3122 MilesL@CalSAWS.org
Web Portal Link:	[redacted] 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 "2021" folder. 4. Click on the appropriate CIT # folder.