

Date: September 24 th , 2020	Notes Location: CalSAWS.org
Time: 10:00 am – 11:15 am	Meeting Materials: Lobby Management Slide Deck
Meeting Called by: Erick Arreola	API Guide Kiosk/FACT Activity Report

Attendees:

NAME		NAME	
<input type="checkbox"/>	R1 Eric Cortez	<input type="checkbox"/>	R4 Chavon Bates
<input checked="" type="checkbox"/>	R1 Francis Delgado	<input checked="" type="checkbox"/>	R4 Esteban Martinez
<input checked="" type="checkbox"/>	R1 Garrian Booker	<input checked="" type="checkbox"/>	R4 Mark McAlister (Note Taker)
<input type="checkbox"/>	R1 Benjamin Franklin	<input checked="" type="checkbox"/>	R4 Robert Delsid
<input checked="" type="checkbox"/>	R1 Shawni Ramos	<input checked="" type="checkbox"/>	R4 Ana Rodrigues
<input checked="" type="checkbox"/>	R2 Carlos Urbieto	<input checked="" type="checkbox"/>	R5 Felix Sanchez
<input checked="" type="checkbox"/>	R2 Ilda Torrez	<input checked="" type="checkbox"/>	R5 Aracelia Sandoval
<input checked="" type="checkbox"/>	R2 Shea Comerford	<input checked="" type="checkbox"/>	R5 Jenifer Rodriguez
<input checked="" type="checkbox"/>	R2 Shawna Reed	<input type="checkbox"/>	R5
<input type="checkbox"/>	R2	<input checked="" type="checkbox"/>	R5 Rosa Vizcarra
<input checked="" type="checkbox"/>	R3 Luiza Knap-Serek (Dayna)	<input checked="" type="checkbox"/>	R6 Craig Jackson
<input type="checkbox"/>	R3 Sandra Soto	<input checked="" type="checkbox"/>	R6 Vinh Tran
<input checked="" type="checkbox"/>	R3 Stephanie Hudson	<input checked="" type="checkbox"/>	R6 Mario Vasoli
<input type="checkbox"/>	R3 Teresa Scott	<input checked="" type="checkbox"/>	R6 Rachid Ameer (Sergio)
<input checked="" type="checkbox"/>	R3 Tera Gandolfo	<input checked="" type="checkbox"/>	R6 Sonia Lopez

Topic

Important Points

Welcome (Erick Arreola)

- Roll Call
- Logan Pratt joined the CalSAWS Team in 4/20
- IT experience in LA and Placer County (Call Center/Data Management)

Lobby Management Migration Timeline (Erick Arreola)

- Timeline Overview
- SCRs presented for releases 20.11, 21.01, 21.11
- After releases, counties will be able to access front end pages of the CalSAWS Sandbox environment
- Submit questions/request to the Lobby Management Facilitator mailbox

Application Programming Interface (API) Updates (Logan Pratt)

- API Overview
- Mainly impacts CalWIN counties
- All counties will have access to the APIs
- API Summary pages will be provided after 9/24 meeting
- User Group
- Kick Off Meeting 10/7

Reporting/Analytics Updates (Stan Anderson)

- Differences of LRS and C-IV OBIEE Dashboards presented

Topic

Important Points

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- Business Intelligence – Lobby Management Dashboard (Stan)
 - Document Upload Kiosk Activity Report (Erick)
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- CalSAWS Enhancement Request (CER) (Erick Arreola)**
- CA-219754: Expand the “Now Serving” area of the CFD
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- Wrap-up Items (Erick Arreola)**
- Open Discussion
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- Re-Platforming Dashboard into Qlik Sense solution
 - Qlik Platform is more visually modern, faster response
 - Emailed monthly to PPOCs and Regional Managers
 - Counties agreed to continue to receive the monthly email during migration
 - Counties agreed for Erick to create an SCR to add as a report within CalSAWS
 - SCR will be reviewed and voted on in a future meeting
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- Request is to allow the “Now Serving” rolling marquee to appear as full screen if the advertising functionality on the left side of the paging screen is turned off
 - Counties have already received CER with agenda and CER will be officially sent out for vote with the 9/24 meeting notes.
 - Voting will commence via email and will have a 3 week review period.
 - Approve or Reject votes to be submitted by Region not by county.
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- Lobby Monitor
 - ✓ Video is not a current function supported by the Paging Screen
 - ✓ PowerPoint is not supported on the Paging Screen
 - ✓ Two scrolling marquees are available at the bottom of the paging screen (character limited)
 - ✓ English/Spanish language announcements currently supported.
 - ✓ Language Enhancements coming in the future
 - Paging Numbering Sequence Discussion
 - ✓ County visit types not configurable
 - ✓ C-IV assigns numbers to pre-fixes sequentially from one prefix to the next (A1, B2, C3, etc.) Agreement previously received to migrate to CalSAWS.
 - ✓ LA assigns numbers to each different prefix sequentially (A1, A2, B1, B2, etc.)
 - ✓ Los Angeles may have concerns with migrating C-IV number generation logic and will reach out with questions.
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- Next Meeting –December 17th, 2020
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Topic**Important Points**

#	Action Item	Assigned To	Assigned Date	Due Date	Status
1	Contact LA County to discuss paging number generation/sequencing	Erick Arreola	9/24/20	TBD	Complete

2

Decision Made**Who Made the Decision****Date**

1	<ul style="list-style-type: none">Counties agreed to continue to receive the DUK Report monthly via email during migration	Counties	9/24/2020
2	<ul style="list-style-type: none">Counties agreed for Erick to create an SCR to add the DUK Report as a report within CalSAWS	Counties	9/24/2020