



Distribution Date:	September 13, 2010	<b>CIT # 0084 - 10</b>									
From:	C-IV Imaging Team										
To:	All PPOCs										
<b>PPOC to Forward:</b>	<p><b>Please forward to appropriate impacted staff, contacts or leads in your county:</b></p> <table style="width: 100%; border: none;"> <tr> <td><input checked="" type="checkbox"/> Imaging Staff</td> <td><input type="checkbox"/> Conversion</td> <td><input type="checkbox"/> Fiscal/Reports</td> </tr> <tr> <td><input type="checkbox"/> Implementation</td> <td><input type="checkbox"/> Network Coordinator</td> <td><input type="checkbox"/> Site Prep</td> </tr> <tr> <td><input type="checkbox"/> Technical</td> <td><input type="checkbox"/> Training</td> <td><input type="checkbox"/> Workstation Image Coordinator</td> </tr> </table>		<input checked="" type="checkbox"/> Imaging Staff	<input type="checkbox"/> Conversion	<input type="checkbox"/> Fiscal/Reports	<input type="checkbox"/> Implementation	<input type="checkbox"/> Network Coordinator	<input type="checkbox"/> Site Prep	<input type="checkbox"/> Technical	<input type="checkbox"/> Training	<input type="checkbox"/> Workstation Image Coordinator
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<b>Subject:</b>	<b>Imaging - Orphan Worker Workflow Queues</b>										
Description:  (Including any step-by-step instructions)	<p>Counties have been experiencing intermittent imaging crashes in the last couple months. System Change Request (SCR) 39856 was created and released into production effective Monday, September 13, 2010 to address these crashes. This SCR updated the ImageNow Supervisor rights for imaging users. An additional effort to reduce the amount of worker workflow queues accessible by users was identified as a result of the change in ImageNow Supervisor rights.</p> <p>Removing “orphaned” worker workflow queues has been of interest to the Imaging Committee. To increase stability in the Imaging Solution, worker workflow queues that do not have a worker associated to them (orphaned worker workflow queues) have been removed. All documents in these orphaned workflow queues have been routed forward in the workflow process. No documents were deleted in this effort.</p> <p><b>Action needed:</b> All worker workflow queues require an actual user with a valid log-in (Username) to be associated in C-IV/ImageNow to establish and maintain the queue in the Imaging Solution. This includes all banked, team or ghost workers/caseloads. Counties should verify worker association on all caseloads to ensure the queues have not been “orphaned”. All workflow queues without a worker association will continue to be removed from ImageNow, as part of the maintenance process. Any documents in orphaned queues will be routed forward in the workflow process, so documents are never deleted when their queue containing them is removed.</p> <p>If you have questions about worker positions or usernames (log-Ins) you should contact your County Security Administrator.</p>										
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Attachments:	
Web Portal Link:	<a href="#">CIT Folder</a>  OR You may also retrieve the CIT document and attachments by following these steps: <ol style="list-style-type: none"><li>1. Click on the 2<sup>nd</sup> tab at the top of the page titled "County Communications"</li><li>2. Click on the "C-IV Information Transmittals (CIT)" folder</li><li>3. Click on the "2010" folder</li><li>4. Click on the appropriate CIT # folder</li></ol>

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