


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

Distribution Date:	January 25, 2021
To:	PPOC.40, Consortium.RegionalManagers.All
CIT Name:	ServiceNow Training Sessions
From:	CalSAWS Project

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

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|--|--|
| <input type="checkbox"/> General
<input type="checkbox"/> Policy
<input type="checkbox"/> CW
<input type="checkbox"/> CF
<input type="checkbox"/> MC
<input type="checkbox"/> CMSP
<input type="checkbox"/> FC/KG/AAP
<input type="checkbox"/> Child Care
<input type="checkbox"/> WtW
<input type="checkbox"/> Other Program(s) _____
<input type="checkbox"/> C4Yourself
<input type="checkbox"/> Customer Correspondence
<input type="checkbox"/> Other _____ | <input type="checkbox"/> Reports
<input type="checkbox"/> Fiscal
<input type="checkbox"/> Caseload Movement
<input type="checkbox"/> Management
<input type="checkbox"/> Fiscal
<input type="checkbox"/> Security
<input type="checkbox"/> Batch and Interfaces
<input type="checkbox"/> Imaging
<input type="checkbox"/> Migration
<input type="checkbox"/> Conversion
<input type="checkbox"/> Technical
<input type="checkbox"/> Training
<input checked="" type="checkbox"/> Help Desk |
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Description: (Including any step-by-step instructions)	<p>Purpose</p> <p>The purpose of this CIT is to provide the training dates for the upcoming ServiceNow migration for LRS and C-IV counties.</p> <p>Additional Information</p> <p>The CalSAWS Project is implementing a new ServiceNow ticketing platform to handle user issues with the core applications of LRS, 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 environment used by LRS. The transition to a unified instance of ServiceNow will provide a single issue-handling application to eventually support all 58 counties in CalSAWS.</p> <p>ServiceNow has two types of access: A Submitter or a Fulfiller. The Submitter access allows users to access the ServiceNow ticket portal and create requests based on issues. The Fulfiller has all access the submitter has and gives additional access to users so that they can work on the tickets and use additional platform capabilities. All users who have CalSAWS or C-IV application access have a submitter account and can create ServiceNow tickets.</p> <p>The Project team will be holding training sessions for both access types. Microsoft Teams calendar invites are available in the attached Word document to</p>
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	<p>automatically create the meeting in your calendar. Users need to only attend one session of the training for Submitters or Fulfillers depending on your account type. The material is duplicated across the access types. The first training session for Submitter and Fulfiller will be recorded for later training material.</p> <p>Submitter sessions</p> <ul style="list-style-type: none"> • Session 1 on Thursday, 02/04/21 9AM PST – 12PM PST • Session 2 on Thursday, 02/04/21 1PM PST – 4PM PST • Session 3 on Tuesday, 02/23/21 9AM PST – 12PM PST • Session 4 on Tuesday, 02/23/21 1PM PST – 4PM PST <p>Fulfiller sessions *</p> <ul style="list-style-type: none"> • Session 1 on Tuesday, 02/09/21 9AM PST – 12PM PST • Session 2 on Tuesday, 02/09/21 1PM PST – 4PM PST • Session 3 on Thursday, 02/18/21 9AM PST – 12PM PST • Session 4 on Thursday, 02/18/21 1 PM PST – 4PM PST <p>* Fulfiller users will be provided a separate notification of their access from this communication, once CRFI 21-005 ServiceNow fulfiller update has been completed. County staff will need to select one of the Fulfiller sessions, instead of the submitter sessions. The ServiceNow transition team will notify users of the Fulfiller access.</p>
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Backup Project Contact: (Name, phone number, email address)	<p>Kristina Carter 818-359-9670 CarterK@CalSAWS.org</p>
Attachments:	<p>CIT 0015-21 ServiceNow Training Sessions Attachment</p>
Web Portal Link:	<p></p> <p>OR</p> <p>You may also retrieve the CIT document and attachments by following these steps:</p> <ol style="list-style-type: none"> 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.