

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

<b>Distribution Date:</b>	February 25, 2021
<b>To:</b>	PPOC.40; IPOC.40; TPOC; Consortium.RegionalManagers.All; Consortium.SectionDirectors; <a href="mailto:Tombakianh@CalSAWS.org">Tombakianh@CalSAWS.org</a> ; <a href="mailto:HillJR@CalSAWS.org">HillJR@CalSAWS.org</a>
<b>CIT Name:</b>	<b>CalSAWS ServiceNow Migration Timeline Change</b>
<b>From:</b>	CalSAWS Project

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

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| <input checked="" type="checkbox"/> General<br><input type="checkbox"/> Policy<br><input type="checkbox"/> CW<br><input type="checkbox"/> CF<br><input type="checkbox"/> MC<br><input type="checkbox"/> CMSP<br><input type="checkbox"/> FC/KG/AAP<br><input type="checkbox"/> Child Care<br><input type="checkbox"/> WtW<br><input type="checkbox"/> Other Program(s) _____<br><input type="checkbox"/> C4Yourself <input type="checkbox"/> Your Benefits Now!<br><input type="checkbox"/> Customer Correspondence<br><input type="checkbox"/> Other _____ | <input type="checkbox"/> Reports<br><input type="checkbox"/> Fiscal<br><input type="checkbox"/> Caseload Movement<br><input type="checkbox"/> Management<br><input type="checkbox"/> Fiscal<br><input type="checkbox"/> Security<br><input type="checkbox"/> Batch and Interfaces<br><input type="checkbox"/> Imaging<br><input type="checkbox"/> Migration<br><input type="checkbox"/> Conversion<br><input type="checkbox"/> Technical<br><input type="checkbox"/> Training<br><input checked="" type="checkbox"/> Help Desk |
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Description: (Including any step-by-step instructions)	<p><b>Purpose</b></p> <p>The purpose of this CIT is to provide an update on the ServiceNow migration timeline for Los Angeles and the C-IV counties.</p> <p><b>Background</b></p> <p>The CalSAWS Project is implementing a new ServiceNow ticketing platform to consolidate the CalSAWS Help Desk toolsets into a common platform. ServiceNow will handle user issues with the core applications of LRS/CalSAWS, 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 instance used by Los Angeles County. 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>During training and UAT sessions hosted by the CalSAWS Project over the past month, discussions were held in which the Project received input from both our County and Gainwell stakeholders on the ServiceNow solution. Not only has the Project received positive feedback on the tool, we also received suggestions on ways in which the tool could be modified to better meet the needs of the</p>
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	<p>Counties. Additionally, the Counties have requested more time with the tool in a Training environment to confirm their business process alignment with the new functions the tool has to offer, prior to the go-live.</p> <p>Originally, the Project Team had planned to go-live with the new ServiceNow Help Desk toolset effective 2/26/2021. Upon confirmation of the necessary development time to accommodate suggested revisions to the tool and to allow the Counties more time for use of the Training environment, the Project Team will now be transitioning the Los Angeles and C-IV Counties to the new toolset effective 4/30/2021.</p> <p>This extension of the migration effort is not expected to adversely impact the Counties in any way nor cause any critical path impacts on a timely transition.</p>
Primary Project Contact: (Name, phone number, email address)	<p>Haikaz "Mike" Tombakian Help Desk IT Manager <a href="mailto:Tombakianh@CalSAWS.org">Tombakianh@CalSAWS.org</a> 916-800-8104</p>
Backup Project Contact: (Name, phone number, email address)	<p>John Hill ServiceNow Migration Manager <a href="mailto:HillJR@CalSAWS.org">HillJR@CalSAWS.org</a> <u>916-851-3251</u></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"> <li>1. Navigate to the ██████████</li> <li>2. Click on the CRFIs &amp; CITs link at the top of the page.</li> <li>3. Click on the "CalSAWS Information Transmittal (CIT)" folder.</li> <li>4. Click on the "2021" folder.</li> <li>5. Click on the appropriate CIT # folder.</li> </ol>