

CalSAWS Imaging Newsletter

Bringing updates to your inbox about what's happening with the LA County implementation of the CalSAWS Imaging Solution and what you need to know to be ready

CalSAWS Imaging is Coming

November 22, 2021*

- The CalSAWS Imaging Change Management Team is proud to present the first installment of the bi-monthly CalSAWS Imaging Newsletter!
- This month's newsletter provides information on the Imaging training program and highlights one of the major changes coming with the CalSAWS Imaging Solution - Workflow Queues!

* Pending final approval



CalSAWS Imaging Training

Web-Based Training



Web-based Training (WBT) modules will provide guided examples of how to use new CalSAWS Imaging functionality. This type of training is **interactive** and allows the user to become familiar with how to execute certain Imaging functions. The Imaging WBTs will be available in the Learning Management System (LMS) during the Early Training (September-October 2021) and General Training (October-November 2021) periods. You'll access the Imaging WBTs using your existing LMS account.

Job Aids & Online Help



These are resources contained within the CalSAWS system. Job Aids provide a list of the steps necessary to complete specific Imaging functions. Online Help pages provide navigation instructions to access CalSAWS Imaging pages.



Tip

Ideal Candidates for Early Training:

County Trainers, Implementation Points of Contact (IPOCs), Technical Points of Contact (TPOCs), Change Network Champions (CNCs), and County Management and Supervisors

Imaging Workflow Queues



The CalSAWS Imaging Solution will go live for Los Angeles County on **November 22, 2021***. This section introduces one of the new functions in the CalSAWS Imaging Solution - Workflow Queues!

* Pending final approval

Tip

Workflow Queues will be covered in the Web Based Trainings (WBTs) developed by the Imaging Change Management and Training Team.

Imaging Workflow Queues

Imaging Solution Workflow Queues are used by staff to **manage, update, and edit documents**. A document that is in a workflow queue is pending finalization and is modifiable. Once a document has been indexed, either manually or automatically through system processing, it is removed from workflow and considered **archived** in the **Imaging Solution** and ready for retrieval.

Some documents are processed by **Optical Character Recognition (OCR) technology** to automatically detect key values from documents, reducing the need for manual processing. If further processing is required, the Imaging Solution will **automatically route documents** to County-maintained queues. The CalSAWS Imaging Solution has defined County-maintained workflow queues used to **complete pending actions**, such as updating document properties and more!

Queue Spotlight



Three Key County-Maintained Workflow Queues:

Exception Queue: Documents that require additional verification or validation will be sent to Exception Queues.

Reindex Queue: Document properties for images that have been archived into the Imaging Solution can be updated using the Reindex Queues.

Barcode Verification Queue: CalSAWS generated documents with barcode values that cannot be successfully obtained from CalSAWS will be sent to the Barcode Verification Queue for manual barcode verification.

