

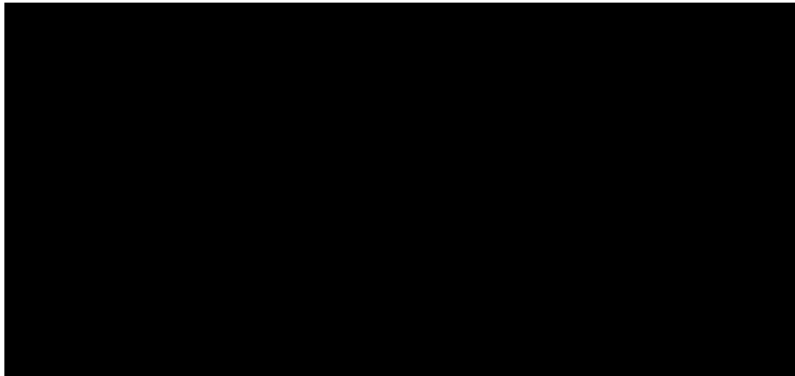

☐ CalSAWS DD&I☒ C-IV M&O☐ CalWIN M&O☒ LRS M&E

<b>Distribution Date:</b>	April 5, 2021
<b>To:</b>	PPOC.40, Consortium.RegionalManagers.All, John Hill, Kristina Carter, Pete Quijada
<b>CIT Name:</b>	<b>ServiceNow Fulfiller Training Session</b>
<b>From:</b>	CalSAWS Project

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

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|--|--|
| <input 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<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 |
| <input type="checkbox"/> Your Benefits Now!  |  |

Description: (Including any step-by-step instructions)	<p><b>Purpose</b></p> <p>The purpose of this CIT is to provide the final Fulfiller training date for the upcoming ServiceNow migration for LRS and C-IV counties.</p> <p><b>Additional Information</b></p> <p>The CalSAWS Project is implementing a new ServiceNow ticketing platform to handle user issues with the core applications of CalSAWS and C-IV. 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 Los Angeles County. The transition to a unified instance of ServiceNow CSM will provide a single issue-handling application to eventually support all 58 counties in CalSAWS.</p> <p>ServiceNow has two types of access; Submitter or Fulfiller, this final session will be directed to the Fulfiller users. The Fulfiller can work on all user tickets and uses additional platform capabilities over the Submitter. This session will be recorded for future reference and placed on the CalSAWS Web Portal. Recorded training session will be located on the [REDACTED] folder.</p>
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	<p><b>The Fulfiller session will be:</b>  Tuesday, April 13, 2021  From 1:00 PM-4:00 PM</p> <p>The ServiceNow County Fulfiller training session will cover the following topics:</p> <ul style="list-style-type: none"> <li>• Case, Incident, Problem Ticket Flow</li> <li>• Logging into ServiceNow (Service Portal View)</li> <li>• Brief Service Portal Overview</li> <li>• Ideation</li> <li>• Creating a Service Request</li> <li>• ServiceNow Instance Overview</li> <li>• Working a Service Request</li> <li>• Searching and Creating a Contact</li> <li>• Creating a Case</li> <li>• Working and Resolving a Case</li> <li>• Escalating a case to an Incident</li> <li>• Customizing Dashboard</li> </ul> <p>For those attending you can use the URL below or attach the invite your calendar by clicking in the attachment below and adding it to your calendar.</p> 
Primary Project Contact: (Name, phone number, email address)	John Hill 916-230-1351 <a href="mailto:HillJR@calsaws.org">HillJR@calsaws.org</a>
Backup Project Contact: (Name, phone number, email address)	Kristina Carter 818-359-9670 <a href="mailto:CarterK@CalSAWS.org">CarterK@CalSAWS.org</a>
Attachments:	N/A
Web Portal Link:	 OR

	<p>You may also retrieve the CIT document and attachments by following these steps:</p>
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1. Click on the CRFs & 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.