# CalSAWS | Information Transmittal (CIT)          0087-21

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

| Distribution Date: | April 12, 2021 |
|---|---|
| To: | PPOC.R1; PPOC.R2; PPOC.R3; PPOC.R4; PPOC.R5; Committee.HelpDesk.All |
| CIT Name: | Retiring C-IV E-mail Addresses for Service Request Questions or Concerns |
| From: | CalSAWS Project |

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

☒ General
☐ Policy
   ☐ CW
   ☐ CF
   ☐ MC
   ☐ CMSP
   ☐ FC/KG/AAP
   ☐ Child Care
   ☐ WtW
   ☐ Other Program(s)_____
☐ C4Yourself          ☐ Your Benefits Now!
☐ Customer Correspondence
☐ Other_____

☐ Reports
   ☐ Fiscal
   ☐ Caseload Movement
   ☐ Management
☐ Fiscal
☐ Security
☐ Batch and Interfaces
☐ Imaging
☐ Migration
☐ Conversion
☐ Technical
☐ Training
☒ Help Desk

| Description: | **Purpose**<br>The purpose of this CIT is to notify the C-IV counties that the CalSAWS Tickets.Concerns@CalSAWS.org and Tickets.Escalate@CalSAWS.org will be retired as of April 30, 2021. This CIT does not impact CalWIN counties.<br><br>**Background**<br>On December 9, 2010 CIT #0110-10 was distributed to provide C-IV users with a way to notify Project leadership of any questions or concerns they might have in the event that a satisfactory response was not provided after submission/escalation of a CA Service Desk Manager Service Request (ticket).<br><br>These e-mail distributions were created to enhance communication and make it easier for Counties to escalate concerns about Service Requests in a more standardized way. With the migration from CA Service Desk Manager to ServiceNow, these e-mail addresses are no longer needed. In ServiceNow, a fulfiller can add additional comments to a ticket, automatically triggering notifications to the assigned groups, making the need for these external email inboxes obsolete.<br><br>**Additional Information**<br>N/A |
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| | **County Action**<br>C-IV counties should immediately discontinue use of the following distributions:<br>Tickets.Concerns@CalSAWS.org and Tickets.Escalate@CalSAWS.org |
| Primary Project Contact: | Ada Rocha<br>RochaA@calsaws.org |
| Backup Project Contact: | Chris Paige<br>PaigeCM@CalSAWS.org |
| Attachments: | None |
| Web Portal Link: | ██████<br><br>OR<br><br>You may also retrieve the CIT document and attachments by following these steps:<br>1. Click on the CRFIs & CITs link at the top of the page.<br>2. Click on the "CalSAWS Information Transmittal (CIT)" folder.<br>3. Click on the "2021" folder.<br>4. Click on the appropriate CIT # folder. |