CalSAWS | Information Transmittal (CIT)　　　0109-21

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

Distribution Date:	May 4, 2021
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CIT Name:	**Documents Dropped from C-IV Imaging Workflow Queues**
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** The purpose of this CIT is to inform the C-IV counties that imaged documents in the C-IV Imaging Workflow queues for longer than ten months were removed from Workflow queues to complete the C-IV document migration to CalSAWS. **Background** As of July 2020, all documents captured into the C-IV Imaging Solution (Perceptive Content) have been saved on a K2 array (storage) to enable the C-IV document migration. Any documents captured prior to July 2020 that have completed the Workflow process (sent to complete queue and dropped from Workflow) have also been saved to the K2 array for document migration.

Documents that were captured into the C-IV Imaging Solution prior to July 2020 and had <u>not</u> completed the Workflow process resided on the old Centera storage device. Documents had to be moved out of Workflow for the document storage to change to the K2 array to complete document migration to the CalSAWS Imaging Solution.

With CIT 0067-21, counties were asked to review the list of documents that had not been moved out of Workflow, and index and route forward the documents as appropriate prior to April 30, 2021. Documents that were still in Workflow the evening of April 30, 2021 were automatically removed from Workflow and stored in the K2 array. Documents removed from Workflow maintained the existing index values associated to the documents at the time they were removed. These documents are still retrievable and return in user searches.

Additional Information

Counties may access a list of documents that were removed from Workflow on the ███████████████

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Instructions on how to add a document back to Workflow are in the ████████ ███████████ reference guide on the CalSAWS Web Portal:

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County Action

Counties should let their imaging staff know documents captured prior to July 2020 were dropped from Workflow as of April 30, 2021.

We have provided a list of all the documents that have been dropped from Workflow. Counties should review this list and add them back to Workflow if additional indexing is needed.

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Attachments:	None
Web Portal Link:	████████ OR You may also retrieve the CIT document and attachments by following these steps: 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.