

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

<b>Distribution Date:</b>	June 4, 2021
<b>To:</b>	PPOC.40; IPOC.40; Consortium.RegionalManagers.40; Consortium.SectionDirectors
<b>CIT Name:</b>	<b>Updated: Delegated Administration Enablement for County Help Desk Administrators</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<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 checked="" 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 inform designated County Help Desk Administrators of the Delegated Administration feature enablement in ForgeRock, The CalSAWS Identity Provider.</p> <p><b>Background</b></p> <p>The CalSAWS Project has created and released a Delegated Administration Portal in ForgeRock that allows County Administrator personnel the ability to onboard, offboard, and manage the access of County users. This feature is now live and enabled for designated County Help Desk Administrators.</p> <p>The current list of enabled applications include:</p> <p>OCAT</p> <p>Childcare Portal</p> <p>ServiceNow</p>
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	<p>The delegated administration functionality is live in these applications and Help Desk Administrators can carry out this function using the Delegated Administration Portal [REDACTED].</p> <p>Delegated Administrators will have visibility only over users in their own county. Within this County-level scope, Delegated Administrators will have access to manage users in the enabled applications listed above.</p> <p><b>Additional Information</b></p> <p>Note: The County Delegated Administrator is similar to your SAWS Administrator. The designated Delegated Administrator will be responsible for adding, removing, and disabling users for CalSAWS applications in your County.</p> <p>New account activation is required for all Delegated Administrators with the exception of LA County. Users will receive an email from <a href="mailto:support@calsaws.org">support@calsaws.org</a> informing the user that <b>"Your CalSAWS account has been created"</b>. To activate the new user's account, the user must check their email to retrieve a unique link for password reset. Please follow the instructions provided in this email to reset your password. Users can also reset their passwords by navigating directly to [REDACTED]. The new user will become active in the CalSAWS system once their password is reset.</p> <p>County Help Desk Administrators are unable to add and delete Delegated Administrators. Please submit a ServiceNow ticket to add or delete Delegated Administrators.</p> <p>For more information on how to perform these functions please reference the Delegated Administration User Guide at <b>Web Portal &gt; Training&gt; Delegated Administration&gt; Delegated Administration User Guide</b>.</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></p>
Backup Project Contact: (Name, phone number, email address)	<p>Sam Sternberg IAM Manager <a href="mailto:sternbergs@calsaws.org">sternbergs@calsaws.org</a></p>
Web Portal Link:	<p>[REDACTED]</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 [REDACTED]</li> <li>2. Click on the CRFs &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> </ol>

	5. Click on the appropriate CIT # folder.
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