

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

Distribution Date:	June 4, 2021
To:	PPOC.40; Consortium.SectionDirectors, Consortium.RegionalManagers.All, IPOC.All, Training Committee
CIT Name:	CalSAWS Training Environment Roadshows
From:	CalSAWS Project

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

- | | |
|--------------------------------------------------|-----------------------------------------------|
| <input type="checkbox"/> General | <input type="checkbox"/> Fiscal |
| <input type="checkbox"/> Policy | <input type="checkbox"/> Caseload Movement |
| <input type="checkbox"/> CW | <input type="checkbox"/> Management |
| <input type="checkbox"/> CF | <input type="checkbox"/> Fiscal |
| <input type="checkbox"/> MC | <input type="checkbox"/> Security |
| <input type="checkbox"/> CMSP | <input type="checkbox"/> Batch and Interfaces |
| <input type="checkbox"/> FC/KG/AAP | <input type="checkbox"/> Imaging |
| <input type="checkbox"/> Child Care | <input type="checkbox"/> Migration |
| <input type="checkbox"/> WTW | <input type="checkbox"/> Conversion |
| <input type="checkbox"/> Other Program(s) _____ | <input type="checkbox"/> Technical |
| <input type="checkbox"/> C4Yourself | <input checked="" type="checkbox"/> Training |
| <input type="checkbox"/> Customer Correspondence | <input type="checkbox"/> Help Desk |
| <input type="checkbox"/> Other | |
| <input type="checkbox"/> Reports | |

Description: (Including any step-by-step instructions)	<p>Purpose</p> <p>The purpose of this CIT is to notify LA County and the 39 C-IV Counties of the CalSAWS Training Environment Roadshows. These roadshows will provide an introduction to the CalSAWS Training Environment solution.</p> <p>Background</p> <p>The CalSAWS Training Environment Roadshows are designed to provide information on the CalSAWS training environments that the Counties will have access to for their training needs. The roadshows will cover the CalSAWS Training Staging and the CalSAWS Training Production environments which will be made available to LA County and the 39 C-IV Counties beginning in late July. The following topics will be discussed at the Roadshows:</p> <ul style="list-style-type: none"> • CalSAWS Training Staging and CalSAWS Training Production environments <ul style="list-style-type: none"> ○ Purpose and intended audience ○ Features ○ ServiceNow Requests ○ Release and Refresh schedules
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- Creating Golden Cases (A set of fictitious cases that have been created for the purposes of hands-on training and/or training demonstrations. Golden cases can be replicated multiple times to provide the same training scenario during a lesson to multiple end-users. Golden Cases are housed and maintained in the Training Staging Environment as a master copy of cases for training purposes.)
- Functional limitations
- Case Copy functionality
 - Process
 - Data masking
 - Demo
- Overview of the Training Environment Guide
- Q & A

Schedule

The Training Environment Roadshows are scheduled as follows:

Day	Region	Start Time	End Time	Location
Thursday, July 8, 2021	Region 2	9:00 AM	11:30AM	Zoom
Monday, July 12, 2021	Region 5	1:00PM	3:30PM	Zoom
Tuesday, July 13, 2021	Region 4	9:00 AM	11:30 AM	Zoom
Wednesday, July 14, 2021	Region 3	9:00AM	11:30AM	Zoom
Thursday, July 22, 2021	Region 6	9:30AM	12:00PM	Zoom
Thursday, July 22, 2021	Region 6	1:00PM	3:30PM	Zoom
Tuesday, July 27, 2021	Region 1	1:00PM	3:30PM	Zoom

Recommended Attendees


The recommended attendees for these roadshows are the following:

- Trainers
- SMEs
- Super Users
- Staff Development
- Program and Policy Staff
- Primary Points of Contact (PPOCs)
- Implementation Points of Contact (IPOCs)

Other County Stakeholders may also be invited, as determined by the County.

Note: The CalSAWS Training Environment Roadshows will be recorded and posted to the CalSAWS Web Portal along with any supporting documentation. The Web Portal link will be shared with Regional Managers, Primary Points of Contact (PPOCs), and Implementation Points of Contact (IPOCs) upon completion of all sessions.

County Action

	<p>An Outlook meeting invitation will be sent to the IPOCs and PPOCs with the webinar details two weeks prior to the roadshow. The IPOCs/PPOCs are responsible for forwarding the meeting invite to the appropriate staff.</p> <p>If selected staff are unable to attend your designated roadshow, please enroll selected staff for an alternate roadshow session by completing the attached CalSAWS Training Environment Roadshows Alternate Session Sign-up Sheet. Email the completed spreadsheet to: Communication@CalSAWS.org.</p> <p>Additional Information</p> <p>Please join the session 10-15 minutes early to ensure that there are no connectivity issues as we will begin the presentation at the designated start time.</p> <p>If you have any questions, please contact the Primary Project Contact listed below.</p>
Primary Project Contact: (Name, phone number, email address)	<p>Ashley Arnold Consortium Training Manager 916-862-1769 ArnoldA@CalSAWS.org</p>
Backup Project Contact: (Name, phone number, email address)	<p>Shivani Smith Accenture Implementation Support/Training Manager 213-712-5075 SmithS@CalSAWS.org</p>
Attachments:	CalSAWS Training Environment Roadshows Alternate Session Sign-up Sheet
Web Portal Link:	<p></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"> 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.