

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

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| <b>Distribution Date:</b> | August 27, 2021  |
| <b>To:</b>                | PPOC 40, Consortium.RegionalManagers.All; Consortium.Sectiondirectors;<br><a href="mailto:sternbergs@calsaws.org">sternbergs@calsaws.org</a> ; <a href="mailto:Tombakianh@calsaws.org">Tombakianh@calsaws.org</a> ; IPOC.All |
| <b>CIT Name:</b>          | <b>CalSAWS Delegated User Administration Portal User Access for BenefitsCal</b>  |
| <b>From:</b>              | CalSAWS Project  |

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

- |   |   |
|---|---|
| <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 <input type="checkbox"/> Your Benefits Now!<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 checked="" 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 |
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| <b>Description:</b><br>(Including any step-by-step instructions) | <p><b>Purpose</b></p> <p>The purpose of this CIT is to request counties to review the current list of County Delegated Administrative Users who have access to the CalSAWS Delegated Administration Portal and determine if additional users are required to be provisioned access for BenefitsCal.</p> <p><b>Background</b></p> <p>The CalSAWS Project has created and released a CalSAWS Delegated Administration Portal in ForgeRock (CalSAWS Identity Provider). ForgeRock governs all identity and access management functions (login, user management, permissions, etc.) for the CalSAWS application, including BenefitsCal. The Delegated Administration Portal enables County delegated personnel to create, update, review or disable CBO Organizations and CBO Managers within BenefitsCal.</p> <p>Within the Delegated Administration Portal, designated County personnel will be able to perform following operations within their respective Counties to facilitate CBO administration activities:</p> |
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- Create new CBO users or CBO Organizations in the Delegated Administration Portal so they may access BenefitsCal
- Read/view CBO user and their role memberships, and CBO Organization
- Update CBO user and CBO Organization information and CBO role memberships
- Disable CBO users no longer requiring any BenefitsCal application access

County Delegated personnel will have visibility **only over users in their own county.**

### Additional Information

The current list of County Delegated Administrators who may perform the above actions is located [REDACTED]. Please determine if any other users are required to perform the aforementioned functions as outlined above. If additional users are identified, please submit a ServiceNow ticket by **September 08, 2021**. To request for Delegated Administration Portal access, submit a Service Request under the category "Other" and enter the details in the description field (screenshot below).

The screenshot shows the CalSAWS interface. At the top, there's a navigation bar with links: Knowledge, Catalog, Cases, Requests, Approvals (highlighted with a green box and '30'), Training Idea Portal, and Tour. Below this is a breadcrumb trail: Home > Service Catalog > Other. A search bar is on the right. On the left, a 'Categories' sidebar lists: Account Access, Hardware, Idea, Network/Server, Other (highlighted with a green box), Reports, Roll-On/Off Resource, and Software. A blue arrow points from the 'Other' category in the sidebar to the 'Other' item in the main list. The main list has columns 'Item' and 'Description'. It contains several items, with 'Other' being the one pointed to by the arrow. Other items include 'C-IV Process Change', 'Confirm understanding of Standard Change', 'Create Agile Group', 'Production Deployment', and 'Report a Defect'.

| Item                                     | Description                              |
|--|--|
| C-IV Process Change                      | Request process change                   |
| Confirm understanding of Standard Change | Confirm understanding of Standard Change |
| Other                                    | Other                                    |
| Create Agile Group                       | Create a Group of type "Agile Team"      |
| Production Deployment                    | Request for production deployment        |
| Report a Defect                          | Describe the defect                      |

A training document titled "Community Based Organization Access Request" will be made available in CalSAWS LMS on Friday, 08/20/21. This document will provide an overview of the end-to-end process flow for creating, updating, reviewing or disabling CBO Organizations and CBO Managers using the County Delegated Administrative tool.

Primary Project Contact:  
(Name, phone number, email address)

Mike Tombakian  
916-230-1351  
[Tombakianh@calsaws.org](mailto:Tombakianh@calsaws.org)

Backup Project Contact:  
(Name, phone

Sam Sternberg  
310-426-5104  
[SternbergS@calsaws.org](mailto:SternbergS@calsaws.org)

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| number, email address) |   |
| Attachments:           | None  |
| Web Portal Link:       | <div></div> <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. Click on the CRFIs &amp; CITs link at the top of the page.</li> <li>2. Click on the "CalSAWS Information Transmittal (CIT)" folder.</li> <li>3. Click on the "2021" folder.</li> <li>4. Click on the appropriate CIT # folder.</li> </ol> |