# CalSAWS | Information Transmittal (CIT)    0349-21

☒ **CalSAWS M&E**    ☐ **CalWIN Migration**

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| **Distribution Date:** | November 30, 2021 |
| **To:** | PPOC.Alpine; PPOC.Amador; PPOC.Butte; PPOC.Calaveras; PPOC.Colusa; PPOC.Del Norte; PPOC.El Dorado; PPOC.Glenn; PPOC.Humboldt; PPOC.Imperial; PPOC.Inyo; PPOC.Kern; PPOC.Kings; PPOC.Lake; PPOC.Lassen; PPOC.Local; PPOC.Madera; PPOC.Marin; PPOC.Mariposa; PPOC.Mendocino; PPOC.Merced; PPOC.Modoc; PPOC.Mono; PPOC.Monterey; PPOC.Napa; PPOC.Nevada; PPOC.Plumas; PPOC.Riverside; PPOC.San Benito; PPOC.San Bernardino; PPOC.San Joaquin; PPOC.Shasta; PPOC.Sierra; PPOC.Siskiyou; PPOC.Stanislaus; PPOC.Sutter; PPOC.Tehama; PPOC.Trinity; PPOC.Tuolumne; PPOC.Yuba; PPOC.Local; Committee.Imaging.All; Consortium.RegionalManagers.All |
| **CIT Name:** | **CalSAWS Imaging – Remote Work Best Practices** |
| **From:** | CalSAWS Project |

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

☐ General                                    ☐ Reports
☐ Policy                                      ☐ Fiscal
    ☐ CW                           ☐ Caseload Movement
    ☐ CF                           ☐ Management
    ☐ MC                      ☐ Fiscal
    ☐ CMSP                    ☐ Security
    ☐ FC/KG/AAP               ☐ Batch and Interfaces
    ☐ Child Care              ☒ Imaging
    ☐ WtW                     ☐ Migration
    ☐ Other Program(s)_____    ☐ Conversion
☐ BenefitsCal    ☐ Your Benefits Now!    ☐ Technical
☐ Customer Correspondence                ☐ Training
☐ Other_____           ☐ Help Desk

| Description: (Including any step-by-step instructions) | **Purpose**<br>The purpose of this CIT is to provide the 39 Counties with best practices for connecting to the CalSAWS Imaging Solution when working from home.  This CIT also lists required information when submitting ServiceNow tickets pertaining to Imaging connectivity issues.  This CIT does not impact Los Angeles County.<br><br>**Background**<br>Due to the COVID-19 pandemic, there is an unprecedented amount of CalSAWS users working from home.  Working from home brings with it certain challenges that would otherwise not be present if working from a county office location.  When submitting ServiceNow tickets, tracking this information is key to determining a resolution. This is especially important for scanning or performance related issues. |
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**Remote Work Capture Scenarios**
Listed below are the current known capture limitations of working remotely:
- CalSAWS AppStream
    - Hyland Virtual Printer – not compatible with AppStream
    - Physical Scanning/File Capture – CalSAWS security policy doesn't allow this
- County AppStream
    - Hyland Virtual Printer – not compatible with AppStream
    - Physical Scanning/File Capture – ability dependent on the individual county's security policy
- County VPN
    - Hyland Virtual Printer – compatible (Windows 10), ability dependent on the individual county's security policy
    - Physical Scanning/File Capture – ability dependent on the individual county's security policy
- County Virtual Desktop Infrastructure (VDI) solutions
    - Hyland Virtual Printer – likely compatible, dependent on specific VDI solution
    - Physical Scanning/File Capture – likely compatible, dependent on specific VDI solution

**Determining other devices consuming bandwidth**
At home, there additional components vying for your internet bandwidth:
- Tablets, phones
- Personal computers, laptops
- Smart TVs, home security camera, smart appliances
- Video gaming systems (e.g. Playstation, Nintendo, etc.)

**Home internet considerations**
- Internet bandwidth speed
    - Is there adequate download/upload speed?
        - Recommend the following minimums for Imaging only:
            - Download: 15Mbps
            - Upload:  5Mbps
        - You can check your current transfer rates by visiting this site: [fast.com](fast.com)
    - A saturated home network will affect performance
- Determine other devices consuming bandwidth
    - At home, there additional components vying for your internet bandwidth:
        - Tablets, phones
        - Personal computers, laptops
        - Smart TVs, streaming devices (e.g. Apple TV, Roku, Fire TV, Chromecast, etc.)
        - Home security systems, smart appliances
        - Video gaming systems (e.g. PlayStation, Nintendo, etc.)
- Proximity to your router/wireless access point(s)
    - The farther away you are, the more performance degrades
    - If available, a wired connection provides a consistent data transfer rate and eliminates the possibility of wireless jitter

**County Action**

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| | Counties should share this information with their IT sections and help their staff working at home understand the recommendations for their personal set up.<br><br>**Steps to report an Imaging issue**<br>When submitting a ServiceNow ticket, please ensure to the provide following:<br>• Always provide the workstation ID<br>• Note whether the Affected End User (AEU) is in a county office or working remotely<br>    o If working remotely, provide the method used connect to the CalSAWS Imaging System (e.g. VPN, AppStream, VDI, etc.)<br>• Note whether the issue is consistent or intermittent<br>• Provide a screenshot of the error or situation<br>    o Provide the URL of the document if applicable |
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| Backup Project Contact: (Name, phone number, email address) | Toby Barnes<br>BarnesTC@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. |