

☒ CalSAWS M&E      ☐ CalWIN Migration

<b>Distribution Date:</b>	December 20, 2021
<b>To:</b>	PPOC.LosAngeles; Consortium.RegionalManagers.R6
<b>CIT Name:</b>	LRS ServiceNow ITSM Decommission
<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"/> BenefitsCal <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 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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Description: (Including any step-by-step instructions)	<p><b>Purpose</b></p> <p>The purpose of this CIT is to provide an update on the ServiceNow ITSM decommission timeline for Los Angeles County.</p> <p><b>Background</b></p> <p>The CalSAWS Project has implemented a new ServiceNow Customer Service Management (CSM) ticketing platform to consolidate the CalSAWS Help Desk toolsets into a common platform. ServiceNow CSM will handle user issues for the CalSAWS application. This new platform replaced the ServiceNow ITSM platform formally used by LRS/CalSAWS project. The transition to a unified instance of ServiceNow will provide a single issue-handling application to eventually support all 58 counties in CalSAWS.</p> <p>During implementation Cherwell has been transitioned to interface with the ServiceNow CSM over the past several months the CalSAWS Project received input from LA County stakeholders on the ServiceNow CSM solution. The project has conducted additional testing between Cherwell and ServiceNow CSM to confirm business process alignment with the new functions the tool has to offer.</p> <p><b>Additional Information:</b></p>
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	<p>The Project Team will decommission the LRS ServiceNow ITSM tool effective 12/22/2021. Ticket extracts will be made available on 12/22/2021 on the CalSAWS Web Portal.</p> <p>Link:  <div style="background-color: black; height: 20px; width: 100%;"></div></p> <p><b>County Action: No County Action required</b></p> <p>If you have questions on this CIT, please reach out to the Primary Contact and cc your Regional Managers.</p>
Primary Project Contact: (Name and email address)	<p>Haikaz "Mike" Tombakian  Help Desk IT Manager  TombakianH@CalSAWS.org  916-800-8104</p>
Backup Project Contact: (Name and email address)	<p>Pete Quijada  CalSAWS Consortium Tech Analyst  QuijadaP@CalSAWS.org  213-712-1952</p>
Attachments:	
Web Portal Link:	<div style="background-color: black; height: 20px; width: 100%;"></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>