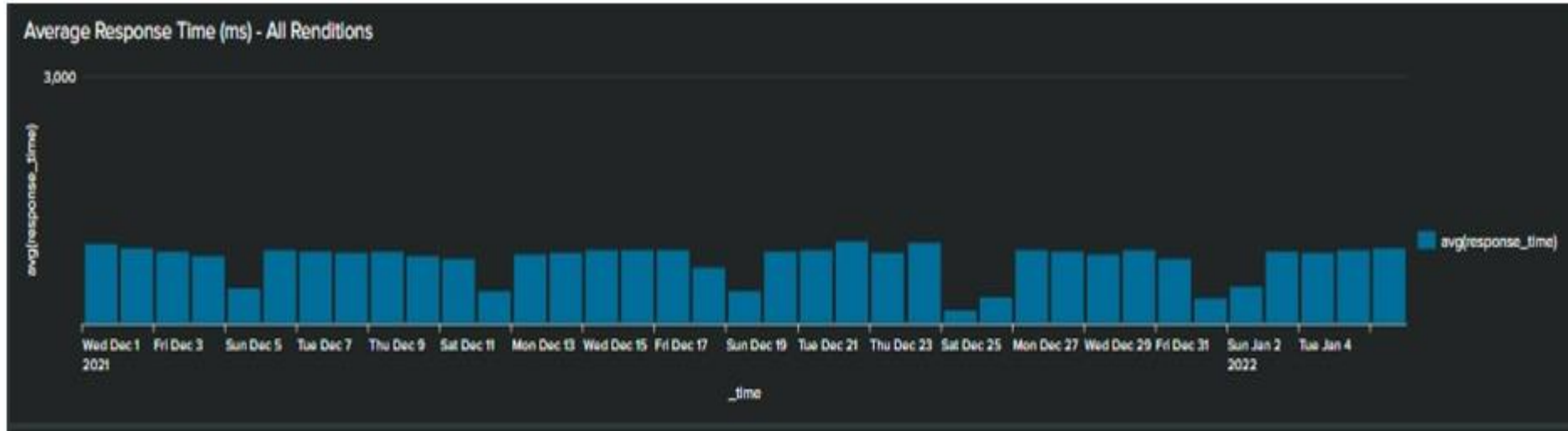


Destination: Los Angeles

Post Go-Live User Experience for 30 Counties

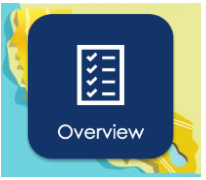
System Performance has been Stable and Reliable



12/1 – 1/7; All Sizes 3,000 milliseconds = 3 seconds

Since Mid-October, we have maintained consistent performance with the average response times under 2 seconds on all sized documents

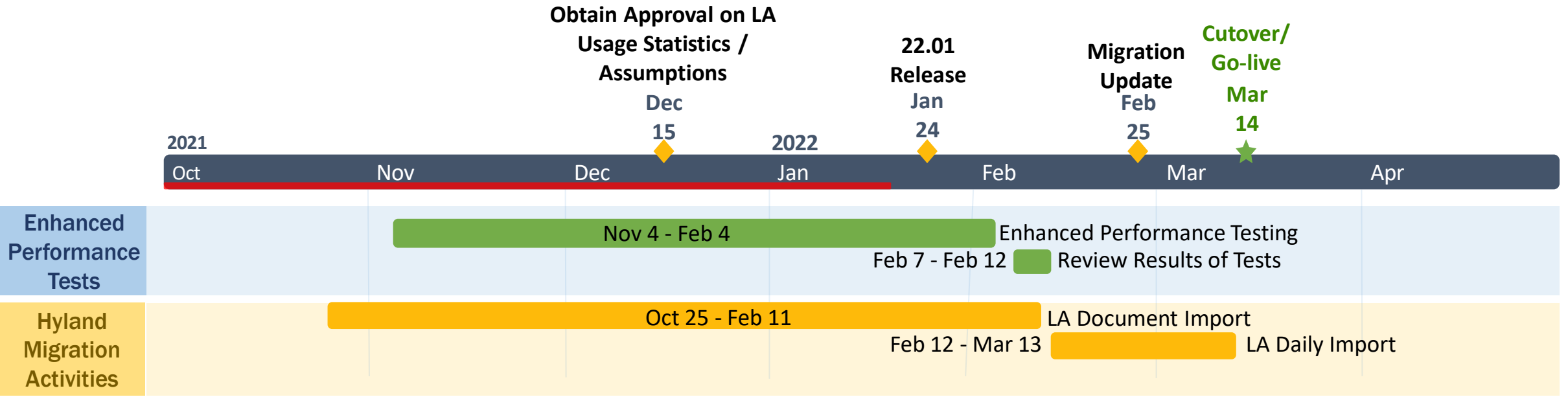
- Improved System Performance through continued tuning of the infrastructure
- Made numerous improvements to the end user experience by addressing latency issues and proactively updating the solution to enhance usability
- Continued ongoing focus on Brainware OCR accuracy will result in further reductions in images that are routed to the Exception queues
- Focus on enhancing Hyland Change Control process to eliminate unplanned image deletion and the associated restoration events



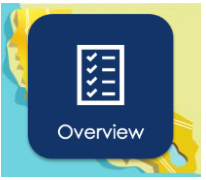
Destination: Los Angeles

LA County Imaging Go-Live Timeline

Current Proposed Los Angeles Go Live Plan



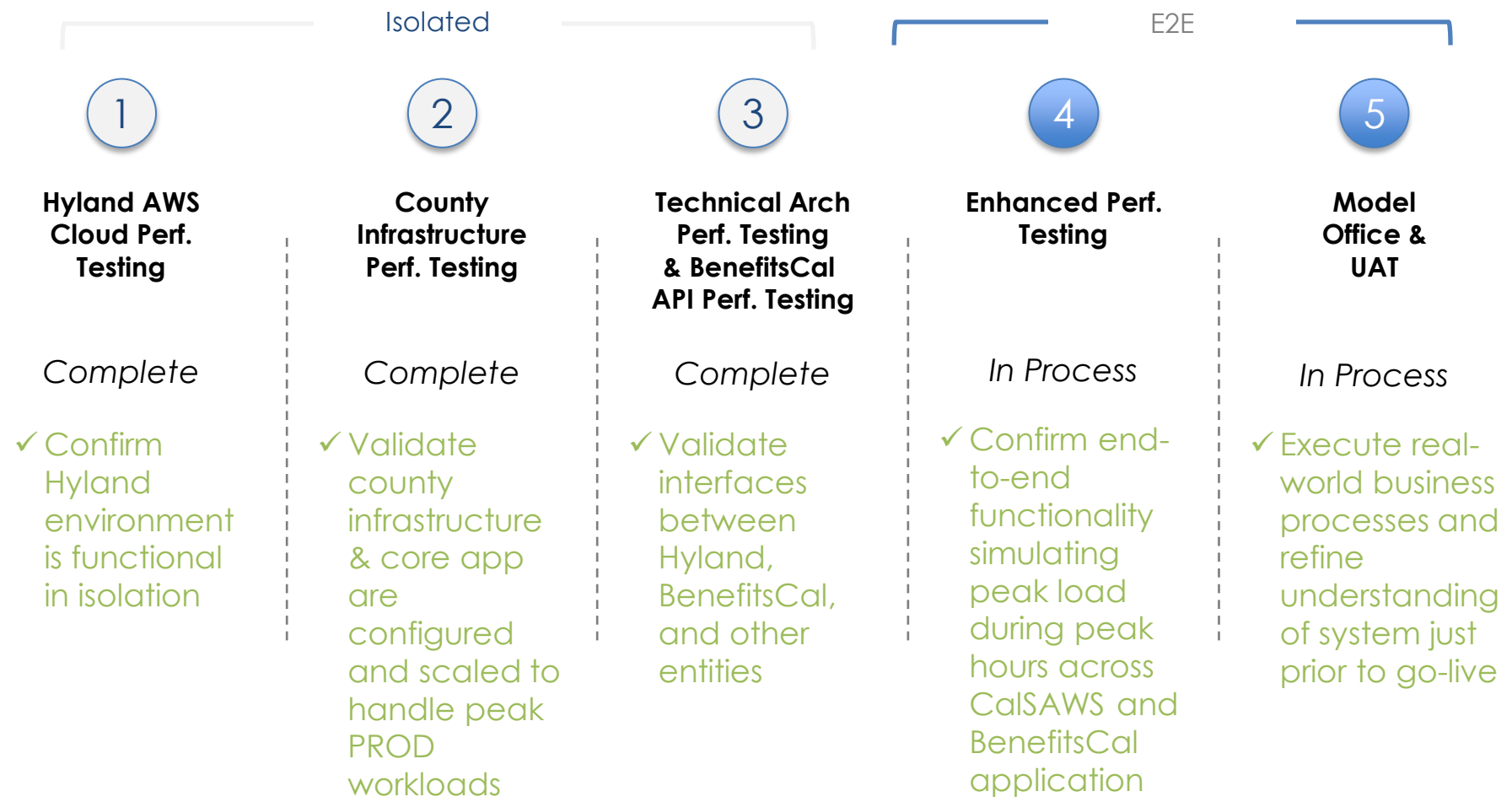
Imaging scalability, performance degradation, and Operational Process risk may impact the go-live dates for upcoming counties

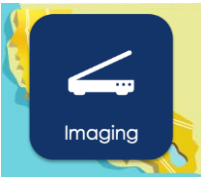


Destination: Los Angeles

LA County Go-Live Strategy Overview

CalSAWS and its partners are undergoing a holistic regimen to demonstrate the Hyland-managed AWS environment operates at peak performance.

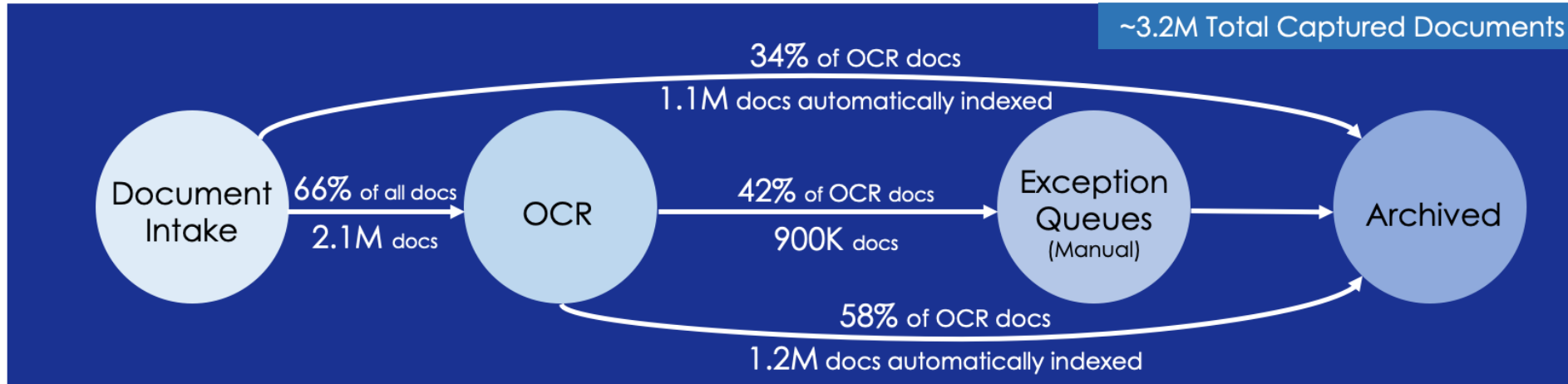




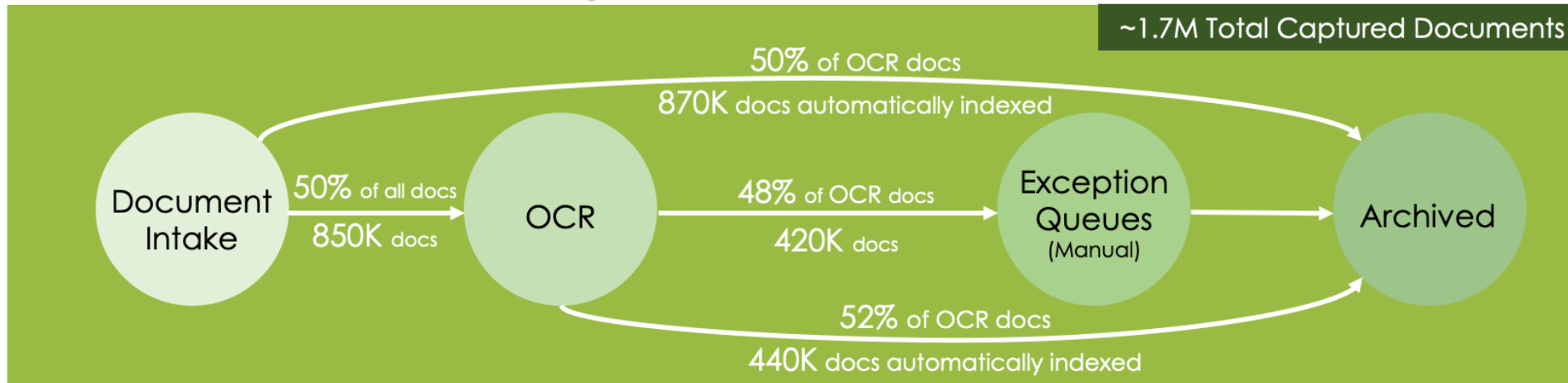
Destination: Los Angeles

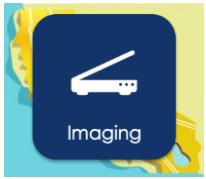
Improvements in Exception Queue Processing

CalSAWS October Processing



CalSAWS December Processing





Destination: Los Angeles

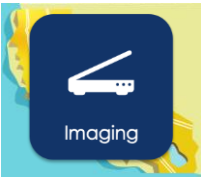
Imaging Training: Web-Based Training Modules (WBTs)

WBT Module	Lessons	Est. Duration	Interactive
Navigation	<ul style="list-style-type: none">• Accessing Imaging Functionality• Perceptive Experience User Interface	<ul style="list-style-type: none">• 20 min	
Overview	<ul style="list-style-type: none">• Scan Modes• Queues• Drawers• Imaging Annotations• Images & Tasks• Coversheets & Separator Sheets	<ul style="list-style-type: none">• 30 min	
Single Case Capture	<ul style="list-style-type: none">• Single Case Capture• Ignore Barcode Scan Mode	<ul style="list-style-type: none">• 30 min	X
Multi-Case Capture	<ul style="list-style-type: none">• Multi-Case Capture	<ul style="list-style-type: none">• 40 min	X
Virtual Printer Capture and Import	<ul style="list-style-type: none">• Virtual Printer Capture• File Upload Mode	<ul style="list-style-type: none">• 30 min	X
Document Retrieval	<ul style="list-style-type: none">• Searching Process, Searching Options & View Rights	<ul style="list-style-type: none">• 30 min	X
County-Maintained Workflow Queues	<ul style="list-style-type: none">• Exception Routing• Non-Standard Processes• Other County Documents	<ul style="list-style-type: none">• 40 min	X
Return Mail Capture	<ul style="list-style-type: none">• Return Mail Capture	<ul style="list-style-type: none">• 30 min	X
Specialty Scan Modes	<ul style="list-style-type: none">• SIU, Hearings & RDB Scan modes• Other County Departments Scan Mode	<ul style="list-style-type: none">• 50 min	X

Imaging WBTs were made available via the CalSAWS LMS starting September 27, 2021, for Early Training and ITTSME participants

Materials have been updated with learnings from the C-IV Go-live

General Training for all County staff will start on February 14, 2022



Destination: Los Angeles

Imaging Training: Imaging Train-the-SME (ITTSME) Refresher

The **ITTSME sessions** completed in October 2021 prepared LA County resources to be Subject Matter Experts on the CalSAWS Imaging Solution

The Project will offer **ITTSME Refresher sessions** in February 2022

Key Details



Purpose: Deepen participants' understanding of the CalSAWS Imaging Solution and Imaging training materials via a 3-hour demo and a 3-hour hands-on practice session



Target Audience:

- County-identified Imaging SMEs
- County Trainers, Supervisors & Super Users
- Staff identified for post-deployment office-level support



Prerequisites:

- Imaging WBTs (required)
- Imaging Guides (recommended)



Content:

- Imaging functional demonstrations
- Hands-On Practice
- Facilitated Q&A
- Information on Training & Implementation Support

Logistics - Demos

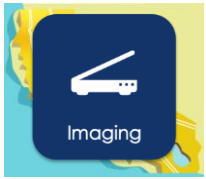
Platform: Microsoft Teams
Timing: February 9, 2022
9:00 AM – 12:00 PM
and
1:30 – 4:30 PM

*A selected ITTSME Refresher Demo recording will be uploaded to the CalSAWS LMS under the Imaging Curriculum

Logistics – Hands-On

Platform: Microsoft Teams
Timing: Feb 10 – Feb 24, 2022
Various times

Participants will attend **one** Demo and **one** Hands-On Practice session. **CRFI 022-XXX Request for ITTSME Refresher Participants** will provide additional details.



Destination: Los Angeles

Imaging Training - Additional Training Materials

1 CalSAWS Imaging Guides

Based on WBT Content

- Annotations
- Core Capture Profiles
- County-Maintained Workflow Queues
- Coversheets and Separator Sheets
- Document Retrieval
- Images and Tasks
- Imaging Navigation
- Quality Assurance
- Return Mail Capture
- Specialty Capture Profiles

2 CalSAWS Fact Sheets

- Imaging
- Imaging Search Results
- Imaging Workflow Queues

3 CalSAWS Imaging Videos

Upcoming

- Searching
- Workflow Queue Processing
- 10-15 Additional Videos (Topics TBD)