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

Distribution Date:	March 21, 2022	
To:	Consortium.RegionalManagers.R6; Consortium.SectionDirectors	PPOC.LosAngeles;
CIT Name:	LA County Imaging Post-Deployment Support	
From:	CalSAWS Project	

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

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| Description: (Including any step-by-step instructions) | **Purpose** The purpose of this CIT is to provide Los Angeles County DPSS and DCFS staff with information on post-deployment support for the implementation of the CalSAWS Imaging Solution.

Background The CalSAWS Project plans to implement the CalSAWS Imaging Solution for Los Angeles County DPSS and DCFS on Monday, April 25, 2022.

The *Los Angeles County Imaging and BenefitsCal Go-Live Packet* released via a separate CIT provides detailed information regarding the self-support resources available to Los Angeles County CalSAWS users.

In addition to the self-support resources, each DPSS and DCFS office will have at least one office-level support staff. People identified to provide office-level support are County staff who have received additional training on the CalSAWS Imaging Solution and the post-deployment support structure. They will be available to help answer functional questions that end users cannot answer on their own using the self-support resources available. Office-level support staff will also be able to help troubleshoot technical issues. A list of staff identified to provide office-level support is attached to this CIT. In addition to the staff listed on the attachment, DPSS and DCFS offices may receive support from staff from other CalSAWS counties who |

	have been using the CalSAWS Imaging Solution since September 27, 2021. Additional information on external staff providing support will be provided via internal Department communications. Office-level support staff will have access to the CalSAWS Imaging Support Center, which will be staffed by Project resources and will assist with answering questions and troubleshooting issues that office-level support staff cannot answer or resolve. The Imaging Support Center will escalate questions to other Project teams, including the Imaging Technical Team, Imaging Business Analysts, and Project and Consortium Leadership as needed. Generally, Los Angeles County CalSAWS users who have **functional** questions about the CalSAWS Imaging Solution should first refer to their self-support resources and then ask for assistance from their office-level support. **Technical** issues should be reported via a help desk ticket submitted according to DPSS' and DCFS' existing processes (e.g., LA Kids for DCFS. For DPSS – ITD Help Desk for hardware/scanner issues and CSBI Help Desk for login issues). An infographic with an overview of the post-deployment support plan for the CalSAWS Imaging Solution was distributed via CIT 0368-21 on December 16, 2021. An updated infographic is attached. If you have questions on this CIT, please reach out to the Primary Contact and cc your Regional Managers.
Primary Project Contact: (Name and email address)	Danielle Benoit Consortium IT Manager BenoitD@CalSAWS.org
Backup Project Contact: (Name and email address)	Rachel Cousineau CalSAWS Imaging Change Management & Training Lead CousineauR@CalSAWS.org
Attachments:	CIT 0083-22 LA County Office-Level Support Master List.xlsx CIT 0083-22 CalSAWS Imaging Post Deployment Support_LA County_Updated.pdf
Web Portal Link:	▇▇▇▇▇ OR You may also retrieve the CIT document and attachments by following these steps: 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 "2022" folder. 4. Click on the appropriate CIT # folder.