

- CalSAWS M&E CalWIN Migration

Distribution Date:	March 23, 2022
To:	PPOC.39, Consortium.RegionalManagers.All
CIT Name:	CalSAWS Production Defect Question Resolution and Escalation Process Flow
From:	CalSAWS Project

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

- | | |
|--|---|
| <input type="checkbox"/> General | <input type="checkbox"/> Reports |
| <input type="checkbox"/> Policy | <input type="checkbox"/> Fiscal |
| <input type="checkbox"/> CW | <input type="checkbox"/> Caseload Movement |
| <input type="checkbox"/> CF | <input type="checkbox"/> Management |
| <input type="checkbox"/> MC | <input type="checkbox"/> Fiscal |
| <input type="checkbox"/> CMSP | <input type="checkbox"/> Security |
| <input type="checkbox"/> FC/KG/AAP | <input type="checkbox"/> Batch and Interfaces |
| <input type="checkbox"/> Child Care | <input type="checkbox"/> Imaging |
| <input type="checkbox"/> WtW | <input type="checkbox"/> Migration |
| <input type="checkbox"/> Other Program(s) _____ | <input type="checkbox"/> Conversion |
| <input type="checkbox"/> BenefitsCal | <input type="checkbox"/> Technical |
| <input type="checkbox"/> Your Benefits Now! | <input type="checkbox"/> Training |
| <input type="checkbox"/> Customer Correspondence | <input checked="" type="checkbox"/> Help Desk |
| <input type="checkbox"/> Other _____ | |

<p>Description: (Including any step-by-step instructions)</p>	<p>Purpose (Identify what Counties this CIT affects) Currently, 40 counties use Cherwell or ServiceNow (SNOW) to report incidents which may, after research, be identified as a high profile or critical production defect. This CIT is intended to provide CalSAWS counties with the process to follow if they have outstanding questions on a perceived or identified production high profile or critical defect.</p> <p>Background When an issue is identified by an end user, the item is entered into the Cherwell or ServiceNow (SNOW) tool by the county. If the item is recognized to be a production defect, the item is logged in Jira to be assigned a number and continue to be tracked throughout its lifecycle. The attached 'CalSAWS Production Defect Question Resolution and Escalation Process Flow' document describes the steps taken when a request comes in and what counties may do if support or escalation on a production defect item is needed.</p> <p>Additional Information: The 'CalSAWS Production Defect Question Resolution and Escalation Process Flow' document will be incorporated into the CalSAWS Handbook under the Defect section, 16.5. The Handbook is located here: <div style="background-color: black; height: 15px; width: 100%;"></div></p>
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	<p>Note: This process is specific to the response process and getting attention on an item and is not meant to supplant the CalSAWS Escalation Protocols if a county disagrees with a decision. Refer to the Escalation section of the CalSAWS Handbook at the link provided above for that specific process.</p> <p>County Action:</p> <ol style="list-style-type: none"> 1. Review the attached 'CalSAWS Production Defect Question Resolution and Escalation Process Flow' document to gain an understanding of the process and easily identify the owners of each step of the process, including County PPOCs. Note: County's Please incorporate the steps noted in the document into your county's internal processes for determination of who has handoff, review, and/or escalation responsibilities in-county when following the guidance. 2. Share this CIT and the attached document with county staff who are responsible for following up on production defect items, including general questions or requests for updates their county may have regarding the submitted issue if they have been unable to self-serve on the item(s). <p><i>Note: LA County RMs will be responsible for either distributing this CIT, or a version thereof with their internal processes incorporated, within their county.</i></p> <p>If you have questions on this CIT, please reach out to the Primary Contact and cc your Regional Manager(s).</p>
<p>Primary Project Contact: (Name and email address)</p>	<p>Nichole Nava NavaN@CalSAWS.org</p>
<p>Backup Project Contact: (Name and email address)</p>	<p>JoAnne Osborn OsbornJ@CalSAWS.org</p>
<p>Attachments:</p>	<p>CIT 0086-22 CalSAWS Production Defect Question Resolution and Escalation Process Flow_v7.docx</p>
<p>Web Portal Link:</p>	<p>██████████</p> <p>OR</p> <p>You may also retrieve the CIT document and attachments by following these steps:</p> <ol style="list-style-type: none"> 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.

