

CalSAWS Communication

County Focus Group

Feedback Resources

CRFI Tracking Sheet

Session Comment

I would like to see a weekly CRFI tracker showing what CRFIs are due and who has/has not responded.

Resource(s)

A centralized CRFI tracking sheet is available on the CalSAWS Web Portal. The spreadsheet includes all CRFIs, associated due dates and a column that tracks County responses.

Take a look...

Folder: CalSAWS Web Portal>CRFIs & CITs>CalSAWS Request for Information (CRFI)

Spreadsheet: CalSAWS CRFI Tracking by Region UPDATED. xlsx

County Share

Session Comment

It would be great if there was a central place where Counties could share materials with each other.

Resource(s)

Space has been established on the CalSAWS Web Portal for Counties to share products. A video has also been published to highlight the collaboration space.

Take a look...

Folder: CalSAWS Web Portal>County Documents>[County Share Resources]

Video: CalSAWS Web

Portal>Resources>County Tools>Committee Meeting Virtual Binder>CalSAWS Committee Resources Overview

Timestamp: 8:50 - 9:05

Repeat Trouble Tickets

Session Comment

How can we stay informed on repeat trouble tickets?

Resource(s)

Connect with your Regional Managers to discuss and they will take topics forward, on your behalf, to the monthly Help Desk Trend meeting. Updates will also be provided during monthly Regional Meetings on additional steps being taken to reduce duplicate tickets. Steps are anticipated to include both education and automation.

