

☒ CalSAWS M&E☐ CalWIN Migration

Distribution Date:	August 15, 2022
To:	PPOC.All; Consortium.RegionalManagers.All; Committee.Imaging.All
CIT Name:	CalSAWS Imaging – Requesting New Office Queues
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 checked="" 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 type="checkbox"/> Help Desk |
| <input type="checkbox"/> Other _____ | |

Description: (Including any step-by-step instructions)	<p>Purpose</p> <p>The purpose of this CIT is to provide counties with instructions for setting up new offices in the Imaging Solution.</p> <p>Background</p> <p>Offices in the Imaging Solution are leveraged to separate documents in the Imaging workflow. Each office in the Imaging Solution has separate workflow queues, keeping documents segmented from the point of capture through validation.</p> <p>The Imaging Solution allows users to select an office or County Origin when capturing new documents. The Origin selection determines if a document will be routed to an office or County workflow queue if additional verification is needed.</p> <p>County Action:</p> <p>To create additional offices in the Imaging Solution, new offices must first be created in CalSAWS following the existing process. Instructions are in the attached Job Aid Offices – Manage.</p> <p>After the CalSAWS office is created, counties must submit a Service Now incident.</p> <p>Complete all of the required fields, ensuring the following are completed:</p>
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- Short description of the issue = Request new Imaging Office Queue
- Describe the issue in more detail =
 - Requesting County: {fill in your County}
 - Office ID: {fill in your Office ID from CalSAWS > Admin Tools > Office Admin > Office}
- Category (Level 0) = Imaging
- Category (Level 1) = Imaging > Document Routing
- Impact = 2 - County

Issue Details

Associated County Helpdesk Ticket Number

* Short description of the issue

* Describe the issue in more detail

- Requesting County:
- Office ID:

* Category (Level 0)

Category (Level 1)

Category (Level 2)

* Impact

Next Steps:

Once the request is received, the Imaging team will need up to two weeks to create the offices. The Imaging team will work with counties individually for each request.

CalSAWS counties **must** follow this process for any new offices created. Migrating CalWIN counties will be able to create office queues prior to their Wave's go-live via a CRFI.

For questions on this CIT, please reach out to the Primary Contacts listed below and cc your Regional Manager(s).

Primary Project
Contact:
(Name and
email address)

Rhiannon Chin
ChinR@CalSAWS.org

Backup Project Contact: (Name and email address)	Inez Finnigan FinniganI@CalSAWS.org
Attachments:	JA Offices - Manage
Web Portal Link:	<div style="background-color: black; width: 80px; height: 20px; margin-bottom: 10px;"></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"> 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.