



CalWIN ISS
Implementation Support Services

Go-Live Packet (GLP)

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1 INTRODUCTION

CONGRATULATIONS!!!! You have successfully completed your Learning Journey Map (LJM) and Web-based trainings (WBTs). You have participated in change discussions to understand how CalSAWS may impact the way you perform certain activities and have seen announcements, CalSAWS Scoop Newsletters, videos, and maybe other sources of information about key features of CalSAWS. The support does not stop there. Now it is Day One and you are officially a user of CalSAWS.

Even with all that help prior to Go-Live, you may still have questions or need some help with exactly what to do when you run into a situation. To help you get started we have created a Go-Live Packet for you to use. This Go-Live Packet will provide you with information about:

1. What you need to do to address any pending items from conversion or alternate procedures you may need to follow.
2. What you need to know in terms of different sources of help that you can use on your own, get from others in your county or the CalSAWS project.
3. What you may experience in CalSAWS.

The aim of this Go-Live Packet is to provide you with information so that you can self-serve as much as possible, but also know where to go if you need additional information.

You may read the Go-Live Packet in its entirety or specific sections based on your needs. So how will you know which sections are intended for you? The Go-Live Packet sections are either grouped by program or area of the CalSAWS system to make it easy to find information that you may need. While we do not want to put any more trees to rest, we know some of you really want something to grab, so feel free to print out specific sections.

The Go-Live Packet consists of this introductory document along with multiple supplemental documents and references to various project resources. To assist you with navigating through the various resources, the Go-Live Packet consist of three (3) primary documents addressing the specific categories of information:

1.1 WHERE CAN I GET HELP

While you have done everything to prepare yourself to this point for the transition to CalSAWS, you may still need some assistance. This section of the Go-Live Packet explains how to access support materials and where to go for support. The following is a list of experiences where you may need help.

- **Frequently Asked Questions** contains a set of basic questions about working in CalSAWS and next steps on what you can do to address the query. These questions and answers range from what you should do if you cannot log in or cannot view a page to what you should do if you encounter a behavior different from what you were trained for or expected, as well as other commonly encountered items.
- **Post Go-Live Support** contains the details of the various levels of support available, and how you can request support from the project or escalate items as required.

To access this resource please Refer to: 04. CalWIN ISS_GLP_Where Can I Get Help

1.2 WHAT I NEED TO KNOW

There are several topics you need to know about working in CalSAWS. Three (3) categories of information are being provided to support your needs:

- **Frequently Asked Questions** contains a set of basic questions and answers about specific knowledge needs of users. These include what resources to access various items such as available training, changes to business processes, and available resources on awareness items.
- **County Reference Materials** contains a list of various project trainings and other resources that are available for you to access and self-assist for your informational needs.
- **Key Process Changes** contains a list of common process changes across counties providing highlights of how your existing processes have changed with CalSAWS and where you can access more information about this.
- **User Awareness Items** contains a set of informational topics that outlines behavior of CalSAWS for specific scenarios or for converted cases which are different from expected behavior. The intention of this section is to outline such items only for your awareness since you may not be able to take action on these items.

To access this resource please Refer to: 03. CalWIN ISS_GLP_What I Need To Know

1.3 WHAT I NEED TO ACT ON

You have completed your training and know about the system and how to access resources and help if required. You are now logged in to CalSAWS and ready to use the new system. Now what? There are a few things that you may need to do. Some of the activities you can do as you process your cases in the normal course of business and some you need to do sooner.

This section includes a list of items deemed a priority which require your immediate attention. These are packaged as Case Review Guides (CRGs) for performing data cleanup after Go-Live. CRGs provide you with a set of steps to complete for cases that converted from CalWIN to CalSAWS which have outstanding items tied to them which may impact eligibility or issuance along with a list of cases you need to process.

In addition to the priority items, the document also contains a list of non-priority items which can be actioned by you, if you come across outlined scenarios or system behaviors during your ongoing case work. The document also provides corresponding steps/alternate procedures that you will need to perform as you encounter these cases.

To access this resource please Refer to: 02. CalWIN ISS_GLP_What I Need To Act On