CalSAWS

CalSAWS Training Environment Guide

The purpose of the CalSAWS Training Environment Guide is to provide instructions to the Counties on the CalSAWS Training Environment solution. This guide is not intended to provide functional training on the CalSAWS . The CalSAWS Learning Management System (LMS) contains CalSAWS functional training materials. This guide will discuss the timeline, features, and limitations of the CalSAWS Training Staging and CalSAWS Training Production environments, as well as provide instructions on how to use the case copy functionality.

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
7/15/2022	2.0	• Updated to remove resolved issues • Updated environment limitations for clarification • Updated release/refresh schedule, • Updated to remove references to CIV migration • Updated the Functional Limitations list to include Message Center • Updated the FAQ section	Cristina Garcia Joyce Oshiro
7/18/2022	2.0b	Removed remaining track changes	Cristina Garcia
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11/1/2022	5	Updated URLs for Training Staging and Training Production environments page 6 and 7, Removed the last sentence from the 1st paragraph in Case Copy Functionality section.	Cristina Garcia
11/30/2022	5.a	Added 2023 Training Production Refresh Schedule	Cristina Garcia

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Introduction

The Training Environment Guide documents the following:

- The Training Environment solution for the 58 counties
- Terms and definitions associated with the environments
- Release and refresh timelines for the environments
- Features of the environments
- Guidance for requesting support for the environments through ServiceNow

- Functional limitations of the environments
- Frequently Asked Questions

Terms and Definitions

- **CalSAWS (System) or CalSAWS Production Environment-** The California Statewide Automated Welfare System, is a case management system to support County eligibility staff in all 58 Counties in California.
- **CalSAWS Training Staging Environment-** Environment that contains each county's training data
- **CalSAWS Training Production Environment-** Environment used to deliver and host training
- **PRT –** Policy, Review, and Training simulation environment used to test system functionalities
- **Case Copy**- Functional feature that allows cases to be copied from one environment to another
- **Case Replication-** Functional feature that allows cases to be replicated multiple times from the CalSAWS Training Staging Environment into the CalSAWS Training Production Environment
- **Golden Case-** A set of cases that are created for hands-on training or training demonstrations. Golden cases can be replicated multiple times to deliver the same training to multiple end-users. These Golden Cases are stored and maintained in the Training Staging Environment as a master copy of cases for training purposes
- **Help Desk-** A service center used for support of technical or functional issues
- **Incidents-** A traceable inquiry that requires troubleshooting, created by a CalSAWS user, or created on behalf of a CalSAWS user
- **Mock Data-** Fictitious data that does not contain any personally identifiable information (PII), often used in the context of a case
- **Production-** The environment that hosts client data and is used by end-users for business purposes
- **Production Data-** Real data that contains information related to a person's case (including PII)
- **ServiceNow-** The CalSAWS ticketing system used to submit issues, incidents, and requests
- **ForgeRock -** An access management system
- **Super Users -** Project and County users that are functional experts in CalSAWS and have extensive security rights
- **Destination Environment -** Environment (either CalSAWS Training Staging, CalSAWS Training Production, or PRT) that is used in the Case Copy process. Cases are copied from either CalSAWS Production or CalSAWS Training Staging into the destination environment.

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Timeline

Release Schedule

The CalSAWS Production, Training Staging, and Training Production Release Schedule is provided below.

Although you may be able to login the environments the Monday of the Training code deployment, the Training Team is completing validation testing during this time. Please do not access the environments on this Monday.

Table 1 – CalSAWS Training Staging and Production Environment Release Schedule *

Release #	Production Release Date	Production Deployment Date (Sunday)	Training Staging Release Date (Monday)	Training Production Release Date (Monday)
22.09	9/26/2022	9/25/2022	9/26/2022	9/26/2022
22.11	11/21/2022	11/20/2022	11/21/2022	11/21/2022
23.01	1/23/2023	1/22/2023	1/23/2023	1/23/2023
23.03	3/20/2023	3/19/2023	3/20/2023	3/20/2023
23.05	5/22/2023	5/21/2023	5/22/2023	5/22/2023
23.07	7/24/2023	7/23/2023	7/24/2023	7/24/2023
23.09	9/25/2023	9/24/2023	9/25/2023	9/25/2023
23.11	11/20/2023	11/19/2023	11/20/2023	11/20/2023
24.01	1/22/2024	1/21/2024	1/22/2024	1/22/2024

*The above Release Schedule is subject to change and contingent upon CalSAWS Application Release Schedule. The Release Schedule above does not include CalHEERs releases.

The release schedule above outlines when baseline code will be deployed to the CalSAWS Production, Training Staging, and Training Production Environments. The CalSAWS Training Staging and Training Production Environment release schedule follows the CalSAWS Production Release schedule. The release is deployed to the CalSAWS Training Staging and Training Production environments one day after CalSAWS Production Releases (any baseline Major Releases).

Code for minor releases will wait until the following major release to be deployed (unless there is a change in the database structure) to the CalSAWS Training Staging and Training Production environments, or if there is a defect identified as hindering daily functions. This will be assessed on a case-by-case basis.

Refresh Schedule

The Training Production Environment is refreshed per Training Committee direction.

Training Production Environment Refresh Schedule 2023
Friday, January 6th, 2023
Friday, May 5th, 2023

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Friday, September 1st, 2023
Friday, January 5th, 2024

The refresh process will begin after 7pm on the dates above. Validation and testing will be done over the weekend after the refresh.

When the Training Production Environment is refreshed, this will wipe out all data. Cases housed in the Training Staging Environment will have to be copied into the Training Production Environment again for future training use by students.

Training Environments

Training Staging Environment

a. Purpose

The Training Staging Environment is a specific environment in which the 58 CalSAWS Counties can:

- Create and maintain case data or golden cases (for County training purposes)
- Copy cases from the CalSAWS Production Environment
- Prepare cases for training scenarios
- Replicate cases into the CalSAWS Training Production Environment

The Training Staging Environment is intended to host a County's training data. Please note that Counties are responsible for creating data in the Training Staging Environment- either through creating golden cases or by copying cases from the Training Production Environment. The Training Staging Environment can be accessed through the following URL: **https://trainingstaging.calsaws.net/**. The Training Staging Environment is available 24 hours a day, Monday through Friday (may be subject to change).

b. Intended Audience

Select staff from the Counties will have access to the Training Staging Environment. Any staff that deliver training or create training materials are recommended to have access to the Training Staging Environment to support their county's induction and ongoing training efforts. Access to the Training Staging environment will be provided through personal CalSAWS accounts and configured using ForgeRock.

The following staff are recommended to have access to the CalSAWS Training Staging Environment:

- Trainers/Staff Development
- Super Users

Training Production Environment

c. Purpose

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The Training Production Environment is a specific environment in which the 58 CalSAWS counties can:

- Use cases to conduct County training courses and hands-on training
- Access Golden Cases or masked Production cases that have been replicated and brought over from the CalSAWS Training Staging Environment.

The Training Production Environment can be accessed through the following URL: **https://training.calsaws.net/**. The Training Production Environment is available Monday through Friday from 6:30am to 7pm.

d. Intended Audience

The CalSAWS Training Production environment is intended for County workers to receive hands-on CalSAWS practice, as administered through the Counties. Each county will be given a set number of Generic User Accounts. This number will be based on the total number of end-users in the county. All accounts will be dispositioned to have system administrator rights.

Case Copy Functionality

Background

The Case Copy functionality allows Counties to copy case information from the CalSAWS Production Environment into the CalSAWS Training Staging Environment, and case information from the CalSAWS Training Staging Environment into the CalSAWS Training Production environment.

Process

With the Case Copy functionality, cases from the Training Staging Environment can be replicated and used for training purposes in the Training Production Environment. If a case is replicated in the Training Production Environment, each copy of the case will be given a unique number appended at the end of the case name. This will allow each student to work on a distinct copy of the same case. If there is only one copy of a case, a number "1" will be appended to case name of the resulting copy.

Figure 1: Case Copy Process
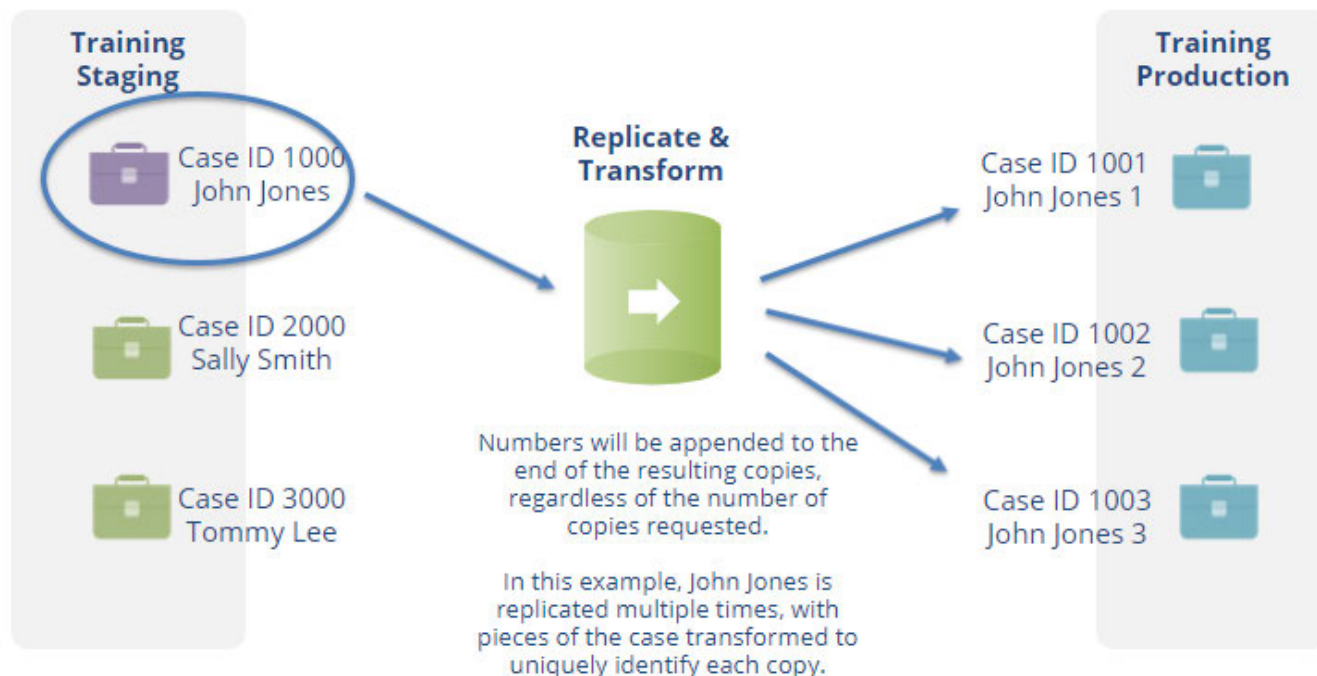
After a case is copied from the Production Environment into the Training Staging Environment, some of the data is automatically masked to remove PII. A table detailing masked fields is included under the 'Masking' section below. Though data is automatically masked, County users should still verify that cases do not contain PII.

The Case Copy functionality will be accessible through the "Case Copy List" page in the CalSAWS System. The Case Copy List page can be accessed within or out of the context of a case. By default, the System Administrator role will be granted access to the Case Copy functionality. If Counties would like to grant this access to other staff, they will be able to do so manually using the existing functionality in the CalSAWS system.

Navigation and Step-by-Step Guide

Below are the steps to navigate to the Case Copy List page:

1. Log in to the CalSAWS Production or CalSAWS Training Staging Environment
2. Select **Case Info** from the Global Navigation bar
3. Select **Case Summary** from the Local Navigator
4. Select the **Case Copy List** hyperlink from the Task Navigation bar

To initiate the Case Copy process, follow the steps below:

1. If you are in the context of a case, the Case Number field will pre-populate with the case number. If you are not in the context of a case, click the **Select** button under the Case Number field, and search for the case on the Search Person

page. On the Case Copy List page, the Case Number field should now be populated with the case number chosen.

2. Enter the quantity of copies of the case that you would like to create under the **Quantity** field. Note: if copying cases from CalSAWS Production to CalSAWS Training Staging, you may only request 5 copies of a certain case at a given time. If copying cases from CalSAWS Training Staging to CalSAWS Training Production, you may only request 1000 copies of a certain case at a given time.

3. Select the destination environment from the **Destination** drop list. Note: if copying cases from the Production Environment, the destination can be either the Training Staging or PRT. If copying cases from the Training Staging Environment, only the Training Production environment may be selected as the destination environment.

4. Click the **Copy** button

5. On the Case Copy List page, you will now see a history of all cases that you have requested to be copied. Successfully copied cases will list their case numbers in the destination environment. Note: for a case to be successfully copied, a batch job must be run for the case. Batch is run approximately every 10 minutes**.** The batch job runs until completed, which may take more than 10 minutes. To request new copies for the same case, the previous batch must be completed.

6. If the batch job for the case has not yet been run, you may stop the case from being copied by selecting the checkbox next to the Case Number and clicking the **Remove** button. After a case has been copied and a batch has been run, the checkbox will not appear next to the case.

7. After the batch has been run, the Copy Case Number(s) field will be populated with the range of case numbers for the copied cases. The copied cases are assigned to the generic login with '01' in the destination environment.

8. Verify that the cases were copied successfully by logging into the destination environment and searching for the cases by the case numbers listed in the source environment.

9. When copying cases from CalSAWS Production into the CalSAWS Training Staging environment, confirm that all PII has been masked in the copied versions of the cases.

Below you will find a screenshot of the Case Copy List page with an example of a Pending Case Copy request and a Completed Case Copy request.

The elements found on the Case Copy List page include:

- **Checkbox** – This allows the removal of cases in Pending status from the list. The checkbox will not be displayed for cases that have already been copied.
- **Case Number** – The source environment's case number. This number is a hyperlink that the user can click to bring them directly to the case in the source environment.
- **Case Name** – The name of the case in the source environment.
- **Quantity** – The number of copies to create in the destination environment.
- **Destination** – The destination environment for the case copy. From the CalSAWS Production environment, users can choose either Training Staging or PRT as the

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destination. From the Training Staging environment, users can only select the Training Production environment as the destination.

- **Copy Case Number(s)** – The case number or range of case numbers of the cases in the destination environment. If the case has not yet been copied, this column is blank.
- **Date** – The effective date when the document has been copied to the destination environment. For cases that have not yet been copied, this date is the date of the creation of the case copy request.

Note: Records with a Pending status will appear first on the list. All columns can be sorted.

Additional Details

This section highlights additional details to the Case Copy list page and the Case Copy functionality in the CalSAWS Production Environment.

- Users will be able to add or remove any records in Pending status prior to batch processing of the records.
- The Remove button will remove any records that have been selected in the list.
- The Case Number field will default to the current case number in context. If the Case Copy List page was accessed out of the context of a case, the Case Number field will be blank.
- The Select button will navigate to the Select Person page.
- A case number can be added to the list if the case number does not exist in the list for the currently logged in user with a Pending status. For example, User1 can select the case 1111111 to be copied and User2 can also select the same case.
- Last names are masked independently. This means that family members with the same last name will likely have different last names after the names are masked.

- Masking occurs at the table level. This means that a person's name may be masked differently if present in different tables.

For more information about Masking, please see Section F below.

Assumptions

Some assumptions based on the Case Copy functionality include:

- All three environments (CalSAWS Production, CalSAWS Training Staging and CalSAWS Training Production) must be on the same code release; the code release for the CalSAWS Training Staging and CalSAWS Training Production Environments will align with the CalSAWS Production Environment code.
- The user shall specify the number of cases to copy for each original case.
- The copied cases will become available after a batch is run in the CalSAWS. The batch process will run on a CalSAWS business day, Monday through Saturday between 7:00 AM PST and 6:00 PM PST, every 10 minutes. The batch job runs until completed, which may take more than 10 minutes.
- No new database tables will be added or removed for the existing Case Copy functionality.

Masking

After cases are copied from CalSAWS Production to CalSAWS Training Staging, they are automatically masked to remove PII. Note that the cases are partially masked, so counties must review the cases and make updates as necessary. Below is a table showing the name of the table where each field is located before it is masked (Table Name), the name of the field (Column Name), the value type in the field (Value Type) and the value that each field is replaced with during the masking process (Description Of Algorithm):

Table Name	Column Name	Value Type	Description Of Algorithm
ABSENT_PARNT	CONTACT_PH_NUM_IDENTIF	Phone number	Random 10 digit number
ABSENT_PARNT	INSUR_PERS_COVRG_DESCR		Masks everything to NULL
ABSENT_PARNT	OLD_SSN	Social Security Number	Random 9 digit number
ABSENT_PARNT	PH_NUM_IDENTIF	Phone number	Random 10 digit number
ABSENT_PARNT	SSN	Social Security Number	Random 9 digit number
ABSENT_PARNT_ADDR	STREET_NAME	Street name	Random Common US Address line 1
ABSENT_PARNT_HST	CONTACT_PH_NUM_IDENTIF	Phone number	Random 10 digit number

Table Name	Column Name	Value Type	Description Of Algorithm
ABSENT_PARNT_HST	OLD_SSN	Social Security Number	Random 9 digit number
ABSENT_PARNT_HST	PH_NUM_IDENTIF	Phone number	Random 10 digit number
ABSENT_PARNT_HST	SSN	Social Security Number	Masks everything to NULL
ABSENT_PARNT_NAME	FIRST_NAME	First name	Random 10 character US first name
ABSENT_PARNT_NAME	LAST_NAME	Last name	Random 11 character US Last name
ABSENT_PARNT_NAME_HST	FIRST_NAME	First name	Random 10 character US first name
ABSENT_PARNT_NAME_HST	LAST_NAME	Last name	Random 11 character US Last name
ADDR	LINE_1_ADDR	Address	Random Common US Address line 1
CASE	CASE_NAME	Case Name	constant value 'Case Name'
CH_CASE_INFO	CH_CASE_NAME	Case name	constant value 'Case Name'
CH_CASE_INFO	SAWS_CASE_NAME	Case Name	constant value 'Case Name'
CITZ	ALIEN_SPNSR_NAME	First Name	Random 10 character US first name
CITZ	UPON_ENTRY_APP_NAME		Masks everything to NULL
CITZ_HST	ALIEN_SPNSR_NAME	First Name	Random 10 character US first name
CITZ_HST	I94_NUM_IDENTIF	I94 Number	Random 11 digit number
EXPN	CHILD_NAMES	Child first name	Random 10 character US first name
EXPN_HST	CHILD_NAMES	Child first name	Random 10 character US first name
EXPN_HST	PROVID_ADDR	Address	Random 50 Char length string
EXPN_HST	PROVID_NAME	First name	Random 10 character US first name

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Table Name	Column Name	Value Type	Description Of Algorithm
FC_BUDGET	FACILITY_NAME	Facility name	Random 50 Char length string
ICT	CASE_NAME	Case Name	constant value 'Case Name'
ICT_PERS	CIN_NUM_IDENTIF	CIN	Random 9 character string
ICT_PERS	FIRST_NAME	First name	Random 10 character US first name
ICT_PERS	LAST_NAME	Last name	Random 11 character US Last name
ICT_PERS	SSN	Social Security Number	Random 9 digit number
IMG_PROCR_PERS	PERS_NAME	First Name	Random 10 character US first name
INCOMPL_ADDR	LINE_1_ADDR	Address	Random Common US Address line 1
ISSUANCE	BEN_PAYEE_FIRST_NAME	First Name	Random 10 character US first name
ISSUANCE	BEN_PAYEE_LAST_NAME	Last Name	Random 11 character US Last name
ISSUANCE	LINE_1_ADDR	Address	Random Common US Address line 1
ISSUANCE	PAYEE_FIRST_NAME	First Name	Random 10 character US first name
ISSUANCE	PAYEE_LAST_NAME	Last Name	Random 11 character US Last name
ISSUANCE	SECONDARY_PAYEE_FIRST_NAME	First Name	Random 10 character US first name
ISSUANCE	SECONDARY_PAYEE_LAST_NAME	Last Name	Random 11 character US Last name
KG_SUMM	CO_GUARD_FIRST_NAME	First Name	Random 10 character US first name
KG_SUMM	CO_GUARD_LAST_NAME	Last Name	Random 11 character US Last name
KG_SUMM	REMOVE_FROM_PERS_NAME	Name	Random 50 Char length string
KG_SUMM	SUCCESSR_GUARD_FIRST_NAME	First Name	Random 10 character US first name

Table Name	Column Name	Value Type	Description Of Algorithm
KG_SUMM	SUCCESSR_GUARD_LAST_NAME	Last Name	Random 11 character US Last name
KG_SUMM_HST	CO_GUARD_FIRST_NAME	First Name	Random 10 character US first name
KG_SUMM_HST	CO_GUARD_LAST_NAME	Last Name	Random 11 character US Last name
KG_SUMM_HST	REMOVE_FROM_PERS_NAME	Name	Random 10 character US first name
KG_SUMM_HST	SUCCESSR_GUARD_FIRST_NAME	First Name	Random 10 character US first name
KG_SUMM_HST	SUCCESSR_GUARD_LAST_NAME	Last Name	Random 11 character US Last name
LIQ_RESRC	ACCT_NUM_IDENTIF	Account Number	Random 50 Char length string
LIQ_RESRC_HST	ACCT_NUM_IDENTIF	Account Number	Random 50 Char length string
OTHER_NAME	FIRST_NAME	First Name	Random 10 character US first name
OTHER_NAME	LAST_NAME	Last name	Random 11 character US Last name
OTHER_NAME_HST	FIRST_NAME	First Name	Random 10 character US first name
OTHER_NAME_HST	LAST_NAME	Last Name	Random 11 character US Last name
OTHER_SSN	SSN	Social Security Number	Random 9 digit number
OTHER_SSN_HST	SSN	Social Security Number	Random 9 digit number
PERS	ALIEN_NUM_IDENTIF		Random 50 Char length string
PERS	CIN_NUM_IDENTIF	CIN	Random 9 character string
PERS	DRIVE_LIC_NUM_IDENTIF	Drivers License Number	Masks everything to NULL
PERS	EMAIL_ADDR	Email Address	Non resolving dummy valid email address
PERS	FIRST_NAME	First Name	Random 10 character US first name

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Table Name	Column Name	Value Type	Description Of Algorithm
PERS	LAST_NAME	Last Name	Random 11 character US Last name
PERS	MAIDEN_NAME	Maiden name	Masks everything to NULL
PERS	SSN	Social Security Number	Random 9 digit number
PERS_ASSESS_RESULT	COMNT		Masks everything to NULL
PERS_HST	CIN_NUM_IDENTIF	CIN	Random 9 character string
PERS_HST	DRIVE_LIC_NUM_IDENTIF	Drivers License Number	Masks everything to NULL
PERS_HST	EMAIL_ADDR	Email Address	Non resolving dummy valid email address
PERS_HST	FIRST_NAME	First name	Random 10 character US first name
PERS_HST	LAST_NAME	Last name	Random 11 character US Last name
PERS_HST	MAIDEN_NAME	Maiden name	Random 10 character US first name
PERS_HST	SSN	Social Security Number	Random 9 digit number
PH_NUM	PH_NUM	Phone Number	Random 10 digit number
PLACEMT_AUTH	PHYS_REMOVE_FROM_PERS_NAME	Name	Random 10 character US first name
PLACEMT_AUTH	REMOVE_FROM_PERS_NAME	Name	Random 50 Char length string
PLACEMT_AUTH_HST	PHYS_REMOVE_FROM_PERS_NAME	Name	Random 10 character US first name
PLACEMT_AUTH_HST	REMOVE_FROM_PERS_NAME	Name	Random 10 character US first name
REAL_PROP	LINE_1_ADDR	Address	Random Common US Address line 1
REAL_PROP_HST	LINE_1_ADDR	Address	Random Common US Address line 1
RECEIPT	OTHER_RESP_PARTY_NAME	Name	Random 10 character US first name
RECEIPT	PAYER_NAME	Name	Random 10 character US first name

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Table Name	Column Name	Value Type	Description Of Algorithm
RPT_RA_EXCESS_RECO UP	CASE_NAME	Case Name	constant value 'Case Name'
SERV	CONTACT_PERS_NAME	Name	Random 10 character US first name
SFIS	EFDP_COMNT		Masks everything to NULL
SFIS_HST	EFDP_COMNT		Masks everything to NULL
SS_COLLECT	SSN	Social Security Number	Random 9 digit number
THIRD_PARTY_LIAB	DEFENDNT_NAME	Name	Masks everything to NULL
VITAL_STAT_BIRTH_CERT	FIRST_NAME	First Name	Random 10 character US first name
VITAL_STAT_BIRTH_CERT	LAST_NAME	Last Name	Random 11 character US Last name
VITAL_STAT_BIRTH_CERT _HST	FIRST_NAME	First Name	Random 10 character US first name
VITAL_STAT_BIRTH_CERT _HST	LAST_NAME	Last Name	Random 11 character US Last name

Imaging Training Environment

This section provides a brief overview of the Imaging Training Environment and is not meant to be a comprehensive guide. Imaging is available only in the CalSAWS Training Production Environment. For more information, please reference the Imaging WBTs.

How to Access the Imaging Training Production Environment

Imaging Button and Perceptive Experience User Interface

The Imaging button launches the Perceptive Experience, which is the web application that contains the full host of Imaging Functions.

To launch the Perceptive Experience, follow the steps below:

1. Login to CalSAWS using single sign-on
2. Click the **Imaging** link on the Utilities navigation bar to display the Perceptive Experience Home page pop-up.
3. Click the **Capture and Indexing** button to capture documents or manage documents that are in County-managed workflow queues.
4. Click the **Documents** button to search for, view, or edit archived documents.

Note: Access to Imaging Functions is driven by your CalSAWS security rights which are determined by your county.

The following materials provide more information on the CalSAWS Imaging Solution:

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- Imaging WBTs (CalSAWS LMS)
- Imaging Job Aids (CalSAWS LMS and CalSAWS Online Help)

Training Environment Desk Support

Steps for Submitting a ServiceNow ticket

To request assistance with the training environments, County users must submit a ticket through ServiceNow.

1. Navigate to the **Report an Issue** page by clicking the **Report an Issue** link on the CalSAWS ServiceNow homepage.
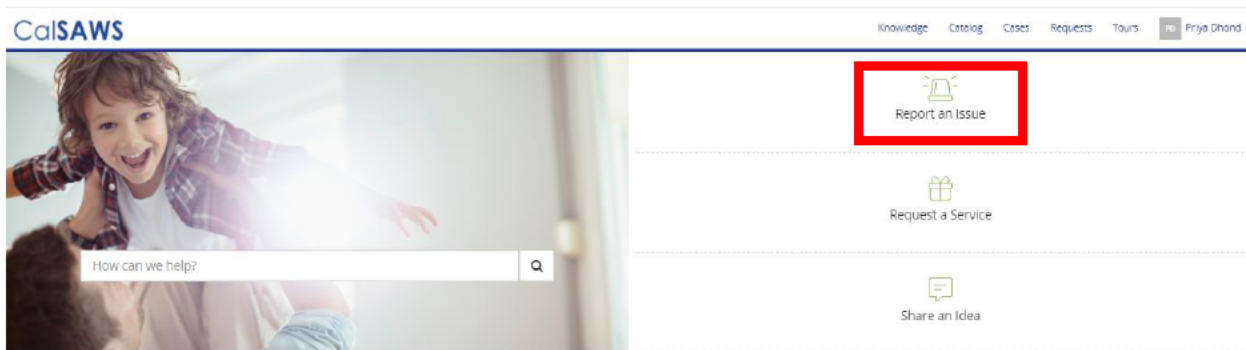
2. On the Report an Issue page, enter your email address in the **Email** field.

End User Information

*Email

| Email of affected end-user | ✉ |

3. After entering your email address, you will notice that the **County**, **End User Classification**, **First Name**, **Last Name**, and **Phone** fields will be automatically populated. If you are CalSAWS Project Staff, the County field will display Statewide.

County	End User Classification
ℹ Statewide ▾	Roster

First Name	Last Name
Priya	Dhond

Floor Location	Street

City	State

Phone	ZIP/Postal Code
(213) 712-1960	

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4. You may enter the email addresses of additional people who you would like to receive notifications about the ticket by entering their email address(es) in the **Watchlist** field. If you would like to add more than one person to the Watchlist, separate their email addresses by a comma.

Watchlist

AlvaradoL@CalSAWS.org

5. Enter a short description of the issue in the **Short description of the issue** field.

*Short description of the issue

6. Enter more details about the issue (such as on which page the issue was found and steps to navigate to that page) in the **Describe the issue in more detail** field.

*Describe the issue in more detail

7. Search for and select **CalSAWS Application/Related Systems** from the **Category (Level 0)** drop list.

*Category (Level 0)

ⓘ   CalSAWS Application/Related Systems   ✕   ▾

8. Select either **Training Staging** or **Training Production** from the **Category (Level 1)** drop list. If you are reporting an issue that affects both environments, you may select either Training Staging or Training Production from the **Category (Level 1)** drop list, and make a note that the issue is in both environments in the **Describe the issue in more detail** field.

*Category (Level 1)

                                                                                      ▾

CalSAWS Application/Related Systems > Training Staging
CalSAWS Application/Related Systems > Training Production

9. Select the type of issue from the **Category (Level 2)** drop list. The selection in the **Category (Level 1)** drop list determines the options you have to choose from in the **Category (Level 2)** drop list. If you would like to request access for a user to be added to the Training Staging environment, you must use a different form. More information about this form will be provided post-migration.

*Category (Level 2)

                                                                                      ▾

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CalSAWS Application/Related Systems > Training Production > Access Issue

CalSAWS Application/Related Systems > Training Production > Error Encountered

10. Select the type of issue from the **Category (Level 3)** drop list. If you selected **Error Encountered** from the **Category (Level 2)** drop list, you do not need to choose a type of issue from the **Category (Level 3)** drop list. If you selected **Access Issue** from the **Category (Level 2)** drop list, you need to choose an option from **Category (Level 3).**

Category (Level 3)

CalSAWS Application/Related Systems > Training Staging > Access Issue > Kicked out of System

CalSAWS Application/Related Systems > Training Staging > Access Issue > Login Issue

CalSAWS Application/Related Systems > Training Staging > Access Issue > Other

11. After you complete all required fields, click the **Submit** button on the top right side of the page to submit the ticket. The expected turnaround time for a ticket is 1-3 days, depending on the ticket.

Submit

Functional Limitations

Background

There are functional limitations associated with the CalSAWS Training Staging and CalSAWS Training Production environments. The following actions cannot be performed or generated:

A. Actual CIN Generation
B. All Reports and Dashboards
C. Auditing
D. Batch Jobs (examples: Batch EDBC, some forms/NOAs, scheduled reports)
E. CalHEERS Interfaces
F. Central Print
G. EBT Host to Host
H. GA/GR
I. Historical Documents
J. Interfaces
K. Message Center
L. Other Interface Partners
M. Recipient Staff Alerts

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N. Rush Warrant Print

The CalSAWS Training Staging and Training Production environments <u>do</u> contain EBT Emulator, CalHEERS Emulator, and CIN generation emulator.

Frequently Asked Questions

1. **When a case is copied from the CalSAWS Production Environment into the Training Staging Environment, will transactions from CalHEERS be copied and masked?**

No, the Case Copy functionality does not include all the tables necessary to show referrals.

2. **Can you copy from CalSAWS Training Production into CalSAWS Training Staging?**

No, that is not possible. You may not copy cases **from** CalSAWS Training Production into any other environment.

3. **Can you copy from CalSAWS Training Staging into CalSAWS Training Production?**

Yes, you may copy cases from CalSAWS Training Staging into CalSAWS Training Production.

4. **How many times can you copy a case from CalSAWS Training Staging into Training Production?**

When copying a case from CalSAWS Training Staging into CalSAWS Training Production, you may request 1000 copies of a case at a given time. Note: if you have made a request to create 1000 copies of a case into Training Production and that request is still in Pending status, you cannot make another request for that case until the Pending case is completed.

5. **How many times can you copy a case from CalSAWS Production into CalSAWS Training Staging?**

When copying a case from CalSAWS Production into CalSAWS Training Staging, you may request 5 copies of a case at a given time. Note: if you have made a request to create 5 copies of a case into Training Staging and that request is still in Pending status, you cannot make another request for that case until the Pending case is completed.

6. **What if you need to submit a ticket for an issue to both the CalSAWS Training Staging and CalSAWS Training Production environment?**

If you come across an issue that is present in both environments, you may submit only one ticket. When submitting the ticket, you can choose either Training Staging or Training Production from the **Category (Level 1)** drop list, and make a note that the issue is present in both environments in the **Describe the issue in more detail** field.

7. **How often does batch run?**

Batch in CalSAWS will run every 10 minutes. Since there is one job to copy to PRT, Training Staging and Training Production, it may take more than 10 minutes to copy all your cases. A new batch begins after the previous has completed. The amount of time required to

complete a case copy request batch depends on how many copies are requested for your County at that time.

8. What security rights are assigned?

In Training Staging, all users will be dispositioned to have system administrator rights. In Training Production, all generic accounts will be dispositioned to have system administrator rights. Counties can make updates to staff profiles in either training environment using the Security Admin pages.

9. When copying a case using Case Copy, will Journals, Tasks, or SAR 7s be transferred over?

No, Journals, Tasks or SAR 7s will not be copied over with the Case Copy functionality.

10. Are any batches run in the Training environments?

No, the training environment will not run any batches other than the Case Copy batch.

11. Will the training environment use the Imaging OCR system?

Yes, the Training Production environment includes all imaging functionality, including OCR.

12. Will trainees be able to create their own cases in the Training Production Environment?

Yes, trainees will be able to create their own cases in the Training Production Environment.

13. What is the status of CalSAWS Training Manuals? Will they be available for Counties?

This is to be determined. The Consortium Training Team met with some of the Counties to gather more information about how the CalSAWS Training Manuals will be used. The Training Manual development is in progress.

14. When a refresh occurs, do the cases copied from CalSAWS Production stay in the CalSAWS Training Staging Environment?

Refreshes only occur in the Training Production environment. There will not be data refreshes in the CalSAWS Training Staging Environment.

15. In the CalSAWS Training Production Environment, can a trainee make a case from scratch?

Yes, trainees can make cases from scratch in the CalSAWS Training Production Environment.

16. Will you need Training Production Environment access to view the cases that were copied from Training Staging?

Yes, after cases are copied from CalSAWS Training Staging into CalSAWS Training Production, users will need to log in to the CalSAWS Training Production using generic accounts provided to them by their Reginal Managers to view the copied cases.

17. When the Training Production Environment is refreshed, are profiles maintained?

After the CalSAWS Training Production Environment is refreshed, the data county users have entered, including profile updates are removed.

18. Who will have the ability to copy cases from CalSAWS Production into CalSAWS Training Staging?

Users who have access to the CalSAWS Training Staging environment and the CalSAWS Production environment can copy cases.

19. Will users see all copied cases or just their copies?

In the CalSAWS Training Production Environment, Users will be able to see copies

20. Can we remove cases that we have created but will not use again?

If you have cases in the CalSAWS Training Production Environment (as a result of Case Copy or created in Training Production), after the environment is refreshed (which will occur on a quarterly basis), this will wipe out all cases in the environment. The CalSAWS Training Staging Environment will not be refreshed, so cases created in or copied into Training Staging will not be removed.

21. Do the training environments have time-shift capabilities?

No, both the CalSAWS Training Staging Environment and CalSAWS Training Production Environment run on the current date.

22. Can we generate NOAs in the training environments?

You may preview NOAs but NOAs will not be sent out.

23. Are the training environments updated after minor/priority releases?

Currently, only baseline (major) releases are planned to be deployed to the CalSAWS Training Production Environment.

24. In the CalSAWS Training Staging Environment, who would have access to my cases?

In the CalSAWS Training Staging Environment, only other users from your county will be able to see the cases you have created/transferred from CalSAWS Production. Users from other counties will not have access to your cases.

25. Is the CalSAWS Training Staging Environment interfaced with the BenefitsCal-UAT?

No, the CalSAWS Training Staging Environment is not interfaced with BenefitsCal-UAT.

26. Is the Case Copy functionality available in the Training Production Environment to replicate cases within the environment itself?

No, the Case Copy functionality is not available within the CalSAWS Training Production Environment to replicate cases. If you would like to create multiple copies of the same case, you will need to do so using the Case Copy functionality that copies cases from CalSAWS Training Staging into CalSAWS Training Production.

27. Can we create "fake" images for cases in the Training Staging Environment, and will those transfer over during the Case Copy process from Training Staging to Training Production?

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No, images do not copy from the CalSAWS Training Staging Environment to the CalSAWS Training Production Environment.

28. How will trainees be able to access the CalSAWS Training Production Environment?

Trainees will be able to access the CalSAWS Training Production Environment through generic accounts that are provided to each county. Trainees will need to contact their Regional Managers to receive information about the generic accounts.

29. How much case history is copied over when cases are copied from CalSAWS Production to CalSAWS Training Staging?

Basic information pertaining to the case construct is copied over with each case, such as programs, case members, intake information. No journals, SAR 7's or Tasks are copied over at all.

30. When cases are copied from CalSAWS Training Staging to CalSAWS Training Production, is the Worker ID copied over?

No Staff or position assignments will be copied over when cases are copied from CalSAWS Training Staging to CalSAWS Training Production. This means that after cases are copied over, programs will remain unassigned to a worker.

31. For the CalSAWS training environments, do users need to inform the Consortium Training Team when they are using the environments?

No, users do not need to inform the Consortium Training Team when they are using the environments.

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