CalSAWS | Information Transmittal (CIT)　　0205-23

☒ **CalSAWS M&E**　　　☐ **CalWIN Migration**

Distribution Date:	June 1, 2023
To:	PPOC.All,Consortium.RegionalManagers.All, Notify.HelpDesk.All, AppDev.Leads, Tech.Leads
CIT Name:	**CalSAWS ServiceNow cases resolved when linked to Jira SCRs**
From:	CalSAWS Project

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

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Description:	**Purpose** The purpose of this CIT is to inform the CalSAWS ServiceNow fulfillers (Tier 1, 2, and 3 users) of new ability to link cases to CalSAWS Jira SCRs. **Background** Currently, CalSAWS Jira SCRs and Defects both resolve cases in ServiceNow only when the SCR or Defect was implemented in CalSAWS Production with a release. Effective June 2ⁿᵈ, 2023, to better align with how former C-IV and CalWIN Counties have historically resolved tickets, CalSAWS SCRs will resolve ServiceNow cases *as soon as* they are linked in CalSAWS ServiceNow (regardless of SCR status). Defects will continue to resolve ServiceNow cases *only when* the Defect is implemented in CalSAWS Production (when the Defect status is set to In Production.) **Additional Information** • Linking a ServiceNow problem to a Jira SCR now resolves all related ServiceNow cases and incidents • Linking a ServiceNow incident to a problem that is already linked to an SCR will resolve the incident and related case

- ServiceNow cases and incidents can now be linked to Jira SCRs directly without needing to escalate them to a problem.
  - Any fulfiller can resolve a case or incident with resolution code "Linked to SCR", at which point the "SCR #" field becomes visible, and you enter the SCR Number, e.g., **CA-012345**
  - SCR # Field is synced between case and incident tickets.

- The "Active (SCR)" Tab of the Tier 1 Dashboard ███████████ will be removed – cases linked to SCRs will show up in the resolved tickets on the "Trend" tab.

- ServiceNow will add comments on related ServiceNow cases automatically in two new conditions based on what's happening with Defect or SCR in Jira:
  - When release changes
  - When the Jira item is approved (i.e., when "CCB status" changes to "Approved" or when the "Expedited changes" field is changed to either "Production Deployment" or "Start Build")

- ServiceNow will continue to add comments on related ServiceNow cases automatically when it moves to in production, for both SCRs and Defects

- Any open ServiceNow cases, incidents, and problems that are linked to SCRs resolved on the night of 6/2/23 with notes: "Your ticket is being resolved because it is linked to SCR CA-XXXX, which has been scheduled for release <release>. If the targeted release changes, the SCR is approved, or the SCR is implemented in CalSAWS Production, you will be notified."

If you have any questions about the content of this CIT, please contact Consortium.Tech.Support@CalSAWS.org or the Primary Project Contact identified below and CC your Regional Manager.

Primary Project Contact:	Karen J. Rapponotti rapponottikj@calsaws.org
Backup Project Contact:	Lisa A. Salas salasl@calsaws.org
Attachments:	Knowledge articles updated with deployment of this functionality to Prod ServiceNow environment (via CHG0040848 ███████████ on 6/2/23) • ████████████████████████ • ████████████████████████
Web Portal Link:	████████ OR You may also retrieve the CIT document and attachments by following these steps: 1. Click on the CRFIs & CITs link at the top of the page. 2. Click on the "CalSAWS Information Transmittal (CIT)" folder.

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