


☒ CalSAWS M&E☐ CalWIN Migration

Distribution Date:	July 10, 2023
To:	PPOC.All, Consortium.RegionalManagers.All, Notify.HelpDesk.All, CalSAWS.All
CIT Name:	CalSAWS ServiceNow Submitters - Case View
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 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"/> Customer Correspondence | <input type="checkbox"/> Training |
| <input type="checkbox"/> Other _____ | <input checked="" type="checkbox"/> Help Desk |
| <input type="checkbox"/> MyBCW | |

<p>Description: (Including any step-by-step instructions)</p>	<p>Purpose</p> <p>The purpose of this CIT is to inform CalSAWS ServiceNow Submitter users of a change in the ServiceNow cases that they are able to view.</p> <p>Background</p> <p>Submitters are ServiceNow users that can only access the Service Portal part of ServiceNow. Submitters:</p> <ul style="list-style-type: none"> • Can submit tickets (called ServiceNow cases) to report issues related to CalSAWS systems, • Can resolve and reopen the ServiceNow cases they submitted and add comments to them, • Can submit service requests to request a service related to CalSAWS systems, • Can view Knowledge articles, • Cannot access Service Desk part of ServiceNow, • Cannot update assignment group or assigned to person on tickets; and • Cannot escalate a ServiceNow case to an incident. <p>Currently, Submitters can view all ServiceNow cases, including ones created by other users.</p> <p>Additional Information</p> <p>Effective July 8, 2023, Submitters will only be able to view ServiceNow cases they create. On the "Cases" page in the Service Portal, Submitters will still see the "My Cases" and "My Closed/Resolved Cases" widgets. On the "Cases" page in the Service Portal, Submitters will no longer see the following widgets:</p> <ul style="list-style-type: none"> • My Counties Cases, • My Counties Closed/Resolved Cases, • All Cases, and • All Closed/Resolved Cases. <p>Fulfiller users are not impacted.</p> <p>County Action</p> <p>N/A</p> <p>If you have questions on this CIT, please reach out to the Primary Contact and cc your Regional Managers.</p>
<p>Primary Project Contact: (Name and email address)</p>	<p>James Price (PriceJE@CalSAWS.org)</p>
<p>Backup Project Contact: (Name and email address)</p>	<p>Kristina Carter (CarterK@CalSAWS.org)</p>
<p>Attachments:</p>	<p>None</p>
<p>Web Portal Link:</p>	<p></p>

	<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 "2023" folder.4. Click on the appropriate CIT # folder.
--	--