

☒ CalSAWS M&E☐ CalWIN Migration

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| <b>Distribution Date:</b> | October 11, 2023   |
| <b>To:</b>                | PPOC.All; Consortium.RegionalManagers.All; Committee.Imaging.All               |
| <b>CIT Name:</b>          | <b>CalSAWS Imaging – Revised Instructions for Requesting New Office Queues</b> |
| <b>From:</b>              | CalSAWS Project  |

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

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| <input type="checkbox"/> General<br><input type="checkbox"/> Policy<br><input type="checkbox"/> CW<br><input type="checkbox"/> CF<br><input type="checkbox"/> MC<br><input type="checkbox"/> CMSP<br><input type="checkbox"/> FC/KG/AAP<br><input type="checkbox"/> Child Care<br><input type="checkbox"/> WtW<br><input type="checkbox"/> Other Program(s) _____<br><input type="checkbox"/> BenefitsCal <input type="checkbox"/> MyBCW<br><input type="checkbox"/> Customer Correspondence<br><input type="checkbox"/> Other _____ | <input type="checkbox"/> Reports<br><input type="checkbox"/> Fiscal<br><input type="checkbox"/> Caseload Movement<br><input type="checkbox"/> Management<br><input type="checkbox"/> Fiscal<br><input type="checkbox"/> Security<br><input type="checkbox"/> Batch and Interfaces<br><input checked="" type="checkbox"/> Imaging<br><input type="checkbox"/> Migration<br><input type="checkbox"/> Conversion<br><input type="checkbox"/> Technical<br><input type="checkbox"/> Training<br><input type="checkbox"/> Help Desk |
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| Description: | <p><b>Purpose</b><br/>The purpose of this CIT is to provide counties with the revised instructions for setting up new offices in the Imaging Solution.</p> <p><b>Background</b><br/>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 route to an office or County workflow queue if additional verification is needed.</p> <p><b>County Action:</b><br/>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 ServiceNow “Other” request. <span style="background-color: black; color: black;">[REDACTED]</span></p> |
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|                          | <p>Complete all the required fields and ensure the following is in the request details:</p> <ul style="list-style-type: none"> <li>• Requesting County: {fill in your County}</li> <li>• Office ID: {fill in your Office ID from CalSAWS &gt; Admin Tools &gt; Office Admin &gt; Office}</li> </ul> <p>Next Steps:<br/>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.</p> <p>CalSAWS counties <b>must</b> follow this process for any new offices created.</p> <p>For questions on this CIT, please reach out to the Primary Contacts listed below and cc your Regional Manager(s).</p> |
| Primary Project Contact: | Rhiannon Chin<br><a href="mailto:ChinR@CalSAWS.org">ChinR@CalSAWS.org</a>  |
| Backup Project Contact:  | Inez Finnigan<br><a href="mailto:FinniganI@CalSAWS.org">FinniganI@CalSAWS.org</a>  |
| Attachments:             | JA Offices - Manage  |
| Web Portal Link:         | <div style="background-color: black; width: 100px; 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"> <li>1. Click on the CRFIs &amp; CITs link at the top of the page.</li> <li>2. Click on the "CalSAWS Information Transmittal (CIT)" folder.</li> <li>3. Click on the "2023" folder.</li> <li>4. Click on the appropriate CIT # folder.</li> </ol>  |