


**[CA-271375] Teams (units) copy from AWS to eCCP** Created: 12/05/2023 Updated: 01/11/2024

|   |  |                  |                              |
|---|--|------------------|------------------------------|
| <b>Status:</b>                                    | New  |                  |                              |
| <b>Project:</b>                                   | <a href="#">CalSAWS</a>  |                  |                              |
| <b>Component/s:</b>                               | None   |                  |                              |
| <b>Fix Version/s:</b>                             | None   |                  |                              |
| <b>Type:</b>                                      | CER  |                  |                              |
| <b>Reporter:</b>                                  | <a href="#">Frederick Gains</a>  | <b>Assignee:</b> | <a href="#">Yogesh Patel</a> |
| <b>Labels:</b>                                    | CSC-Operational, LA-CCModelOffice  |                  |                              |
| <b>Attachments:</b>                               |  CER.html   |                  |                              |
| <b>Region #:</b>                                  | 6  |                  |                              |
| <b>County:</b>                                    | Los Angeles  |                  |                              |
| <b>Submitter's Name:</b>                          | Ng Kelly   |                  |                              |
| <b>Submitter's Email:</b>                         | <a href="mailto:KellyNg@dpss.lacounty.gov">KellyNg@dpss.lacounty.gov</a>   |                  |                              |
| <b>Submitter's Phone:</b>                         | 5629088594   |                  |                              |
| <b>Programs Impacted:</b>                         | CalFresh, CalWORKs, CAPI, GA - Managed, General Relief, Medi-Cal/MSP/CMSP, Welfare-to-Work/Gain  |                  |                              |
| <b>Request:</b>                                   | <p>Request is to run a copy job, from AWS into eCCP as quickly as possible as staff move from unit to unit continuously, and updating staff in multiple pages is very cumbersome and confusing.</p> <p>Currently staff are updating all of the team information into AWS. LA County DPSS has over 3000 users and the team functions in AWS have to be managed in both AWS and eCCP. Request is to have AWS hierarchy copy over into eCCP.</p>  |                  |                              |
| <b>Recommendation:</b>                            | Currently there are over 800 teams in LA County, and those teams need to be manually created in AWS and in eCCP. Request is to run a copy job, from AWS into eCCP as quickly as possible as staff move from unit to unit continuously, and updating staff in multiple pages is very cumbersome and confusing. This copy must allow staff to make changes in AWS and have those updated also appear in eCCP. Including new team names, and user team updates. This would ensure supervisors can monitor their staff in AWS and eCCP Supervisor View Team Performance. |                  |                              |
| <b>Priority/ Implementation Consideration(s):</b> | HIGH. This implementation will provide consistency in information on both AWS and eCCP. Additionally, this will eliminate confusion and discrepancy for supervisors and administrative staff when viewing their unit(s) info.  |                  |                              |
| <b>Area(s) Impacted:</b>                          | Call Center  |                  |                              |
| <b>Committee:</b>                                 | IVR & Contact Center   |                  |                              |