



# CalSAWS | Enhancement Request Process

## County Guide

This process guide provides the general process for submitting a CalSAWS Enhancement Request (CER).

### CalSAWS Enhancement Request Process

A CalSAWS Enhancement Request (CER) is a county submitted request to change the system. An enhancement is a change to the system that is not typically related to policy. An enhancement is generally a change that improves the usability for the End User or Customer; however, it can also be used to inform the Project of the operational county changes, such as:

- County Bank Change
- Business Reply Mail (BRM)
- General Relief/ General Assistance
- Internet Service Provider (ISP)
- Opening of a new office

The CalSAWS Consortium Team monitors and tracks changes in policy published by the California Department of Social Services (CDSS) and the Department of Health Care Services (DHCS). The automation of new or revised policy is initiated by CalSAWS analysts through System Change Request (SCR) process. This process starts when a new state letter, such as an All-County Letter (ACL), is published. Therefore, counties do not need to submit a CER for policy changes.

When considering changes, the CalSAWS committees will consider state mandates, JPA strategic direction and PSC requests as top priorities. Though an enhancement request may be a good idea, it may be rejected if the request has a negative impact on system performance or other county business processes and/or customer service impact. A CER may also be rejected if it is highly unlikely that the change would be completed within a reasonable timeframe due to the previously stated priorities. If the committee agrees with the CER an SCR is created and the CER is closed and linked to the SCR.

The counties are responsible for creating their own internal county business process for identifying, documenting, and submitting CERs. It is recommended that the counties develop an internal tracking process to monitor the status of their CERs. The counties will use CER Request form to submit a request.

### CER County Workflow

The county workflow is identified as follows:

Step	Action
1.	The county identifies the need or desire for a change to the system.



2.	A designated county member accesses JIRA, the change control tool, to verify whether a CER/SCR exists. <i>If not, continue to step 3.</i> If a CER/SCR does exist for the requested change, a CER should not be created. For information on how to search for an CER/SCR in JIRA, refer to the JIRA Quick Start Guide on the Web Portal: Resources >JIRA >Quick Start Guide.
3.	The county completes a CER Request form. In the Issue section, include examples, screen shots, and ticket numbers when applicable. In the Proposed Recommendation section, include a detailed explanation of the desired change. For county operational CERs include in the Priority/Implementation Considerations section, include details on when the system change needs to be implemented to meet the counties business need.
4.	The county completes an internal review to decide if the CER should be submitted to the Project for consideration. If the county agrees to submit the CER, <i>continue to Step 5.</i> If the county rejects the CER, follow the county process to reject the CER.
5.	The PPOC reviews the CER for completeness.
6.	The PPOC e-mails the approved CER Request form to <a href="mailto:CER@CalSAWS.org">CER@CalSAWS.org</a> with a cc to the appropriate Regional Manager (RM).

## CER Project Workflow

The Project workflow is identified as follows:

Step	Action
1.	The CER is received by the Project and a CER is created in JIRA.
2.	If a CER exists for the same request, link the CER to the existing CER/SCR, reject the CER as a duplicate in JIRA and notify the PPOC/RM (s). <i>If not, continue to Step 3.</i>
3.	Consortium Management reviews the CER and assigns it to the Analyst based on the functional area associated to the request.
4.	Consortium Management e-mails the CER number and status to the requesting PPOC/RM (s) and the assigned Analyst.
5.	The assigned Analyst reviews the CER with impacted team lead and analyst (s) to determine system and county workload impacts. If the CER is not feasible, reject the CER, and notify the PPOC/RM (s), include why the CER is not feasible. <i>If not, continue to Step 6.</i>



6.	The Analyst adds the CER to the next committee agenda. If the committee disagrees with the request and votes to reject the CER, reject the CER in JIRA, and notify the PPOC/RM (s). <i>If the committee agrees, continue to Step 7.</i>
7.	The analyst does the following: <ul style="list-style-type: none"><li>• Creates an SCR</li><li>• Creates a link between the SCR and CER</li><li>• Updates the status of the CER</li><li>• Notifies the PPOC/RM (s) of the SCR number, and the CER status</li></ul>

## CER Tracking

To view the progress and status of a submitted CER, access the CER Status dashboard in JIRA.