

CalSAWS | Agenda

Meeting: Lobby Management Committee

Location: Microsoft Teams

Date: November 21st, 2024

Time: 10:00 AM – 12:00 PM

Attendees:

Name	Name	Name
<input checked="" type="checkbox"/> R1 Francis Delgado	<input type="checkbox"/> R4 Christina Mendoza Ruiz	<input checked="" type="checkbox"/> RM Justin Stephenson
<input type="checkbox"/> R1 Garrian Booker	<input checked="" type="checkbox"/> R4 Doris Sons (Yesenia Burdick)	<input type="checkbox"/> RM Melissa Thomas
<input type="checkbox"/> R1 Jennifer Servin	<input checked="" type="checkbox"/> R4 Jessica Lannin	<input checked="" type="checkbox"/> RM Yolanda Banuelos
<input type="checkbox"/> R1 Judy Perez	<input checked="" type="checkbox"/> R4 Russell Pehrson	
<input type="checkbox"/> R1 Shawni Ramos	<input checked="" type="checkbox"/> R4 Virginia Melgoza	
<input type="checkbox"/> R2 Carlos Urbieta	<input checked="" type="checkbox"/> R5 Cindy Aguirre	
<input checked="" type="checkbox"/> R2 Ilda Torrez	<input checked="" type="checkbox"/> R5 Ed Williams	
<input checked="" type="checkbox"/> R2 Theresa Agarenzo (Lovena)	<input type="checkbox"/> R5 Felix Sanchez	
<input checked="" type="checkbox"/> R2 William Wren-Rodriguez	<input checked="" type="checkbox"/> R5 Robin Gonzalez	
<input type="checkbox"/> R2	<input type="checkbox"/> R5 Rosa Vizcarra	
<input checked="" type="checkbox"/> R3 Dayna Boggs (Patricia Frick)	<input checked="" type="checkbox"/> R6 Cristopher Estrada	
<input type="checkbox"/> R3 Patty Strom	<input checked="" type="checkbox"/> R6 Kelly Young	
<input type="checkbox"/> R3	<input type="checkbox"/> R6 Rachid Ameur	
<input type="checkbox"/> R3	<input checked="" type="checkbox"/> R6 Richard Luscombe	
<input type="checkbox"/> R3	<input checked="" type="checkbox"/> R6 Stephanie Hunter	

Time	Lead	Topic	Notes
10:00 AM (10 min)	Erick	Welcome Items <ul style="list-style-type: none"> Roll Call Meeting Notes – R2 (Due 12/5/24) 	■
10:10 AM (80 min)	Erika	Lobby Management Modernization <ul style="list-style-type: none"> Status Update Design Review 	<ul style="list-style-type: none"> PPT was presented to the committee detailing the design document that has been started. This document is a living document & was shared with the committee a few days ago. It has addressed some of

Time	Lead	Topic	Notes
11:30 AM (10 min)	Erick	Recent & Upcoming Changes <u>Release TBD</u> <ul style="list-style-type: none"> ■ Defect CA-284208: Lobby Monitor Not Making English Announcement on First Call ■ 	<p>the screens but is still being updated.</p> <ul style="list-style-type: none"> ■ The committee reviewed the changes to the Device Assignment Page and discussed a new security right to add devices and if specified staff can be given the rights to disable and/or remove devices.
		<u>Release 24.11</u> <ul style="list-style-type: none"> ■ Defect CA-280093: Lobby Tablet: Unable to access dropdown options on Configure Kiosk screen 	<ul style="list-style-type: none"> ■ Some users that should have access to configure the tablets appear to not have access on the initial attempt. This issue is being corrected
		<u>Release 25.01</u> <ul style="list-style-type: none"> ■ *SCR CA-283538: Multiple Reception Log Entries for same ticket ■ SCR CA-274996: Lobby Monitor Updates 	<ul style="list-style-type: none"> ■ This issue was opened from a previous ticket and changes were applied at the device level, but now changes will be applied at the software level. ■ These updates will bring the system up to code with policy
11:40 AM (20 min)	Erick	Meeting Closeout <ul style="list-style-type: none"> ■ Action Item Review ■ Final Q&A ■ Next Meeting 	<ul style="list-style-type: none"> ■ A CIT was released with the new URLs for the lobby Monitors. Non-managed counties must complete the updates themselves.

Follow Up

#	Action Item	Who	Due
1	TTS vendor - can the current or future solution be updated to work with Chrome and Edge to align with other CalSAWS components?	Erick	
2	Determine what Case Info & Benefits Info is displayed in BenefitsCal (propose data elements to display in next design review) -Remove App Date (Date)	Erika	
3	Determine LOE to split Device Assignment into View and Edit Modes	Erika	
4			

#	Decision Made	Who	Date
1	Rename "Device in Use" field (Likely to Flow Assigned)	RCM	11/21/2024
2	New Add Device button, New Security to protect button	RCM	11/21/2024
3	Add ability to Disable AND REMOVE a device	RCM	11/21/2024
4	Timeout (90 seconds for app and 3 minutes for imaging uploads)	RCM	11/21/2024
5	(3) Taps will be needed to access the employee login screen	RCM	11/21/2024