

Distribution Date	October 24, 2024
To	PPOC.All
CC	Consortium.RegionalManagers.All; Consortium.SectionDirectors;
CIT Name	OCAT Ticket Submission Process Change

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

☐ General

☐ Policy

☐ CW

☐ CF

☐ MC

☐ CMSP

☐ FC/KG/AAP

☐ Child Care

☐ WtW

☐ Other Program(s)_____

☐ BenefitsCal

☐ Customer Correspondence

☒ OCAT

☐ Other_____

☐ Reports

☐ Fiscal

☐ Caseload Movement

☐ Management

☐ Batch and Interfaces

☐ Fiscal

☐ GA/GR

☒ Help Desk

☐ Imaging

☐ Security

☐ Task Management

☐ Technical

☐ Training

Description	<div><div>Purpose</div><div>Effective October 27, 2024, the process to submit an OCAT related ticket will change. Instead of submitting a ticket in JIRA, OCAT users should instead follow established county help desk procedures to submit a ticket.</div><div>Background</div><div>OCAT users currently submit a ticket by accessing the Help and Support page on the OCAT application and clicking the "OCAT Online Service Desk" link which directs them to JIRA to submit a ticket.</div><div>To submit an OCAT ticket using the new process, users will no longer see the "OCAT Online Service Desk" link and instead will see a statement that directs them to follow established county help desk procedures. This procedure will include creating a ticket in the CalSAWS ServiceNow instance.</div><div>This change will also appear on the "Login Error" page and "Maintenance" page.</div></div>
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	Additional Information <p>The current methods to contact the OCAT team will remain the same: users can either call 833-719-0559 or send an email to ocat.support@calsaws.org.</p> <p>Additional Categories are being added within the CalSAWS Service Desk to support this effort.</p> <p>[REDACTED]</p> <p>Subcategories:</p> <ul style="list-style-type: none">- Access Issue- Application Issue- Infrastructure issue <p>[REDACTED]</p> <p>Subcategories:</p> <ul style="list-style-type: none">- Access Issue- Application Issue- Infrastructure issue <p>County Actions</p> <p>Update internal county processes to direct users to the CalSAWS ServiceNow instance to log an OCAT ticket.</p>
	Primary Project Contact <p>Grady Howe howeg@calsaws.org</p>
	Backup Project Contact <p>Michael Johnson JohnsonMA@calsaws.org</p>
	Attachments <p>None</p>
	Web Portal Link <p>[REDACTED]</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 "2024" folder.4. Click on the appropriate CIT # folder.