CalSAWS | Information Transmittal (CIT)   0017-25

Distribution Date	January 29, 2025
To	PPOC.All
CC	Consortium.RegionalManagers.All; Consortium.SectionDirectors; Gainwell.Leadership
CIT Name	**CalSAWS Updated Urgent After Business Hours Support and CalSAWS Service Desk Hours**

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	**Purpose** The purpose of this CIT is to share the updated Urgent After Business Hours Support model for CalSAWS counties and the new CalSAWS Service Desk hours. Effective February 1, 2025, the Urgent After Business Hours Support number for County assistance outside the CalSAWS Service Desk hours is changing for Infrastructure related issues. Examples of **Infrastructure** related issues include: ■ Network connectivity ■ Failure of CalSAWS hardware located in the County preventing system usage Urgent After Business Hours **Application Support** contact information is not changing. Examples of Application related issues include: ■ Batch processing related concerns ■ Interface file transfers to or from CalSAWS batch processing ■ Unable to navigate in CalSAWS without getting an error message (UEID).

Effective February 1, 2025, CalSAWS Service Desk hours are extended:

- 7:00 am to 6:00 pm Pacific Time, Monday through Saturday except for published holidays and scheduled system downtime

Background

Issues can be escalated immediately to CalSAWS Project teams for widespread or system-wide issues outside the operating hours of the CalSAWS Service Desk. It is the responsibility of the CalSAWS Project teams to determine the cause of the issue, develop a remediation strategy, and communicate to the County(s) and/or Consortium with status updates.

Additional Information

For a widespread or system-wide issue outside of the CalSAWS Service Desk hours, please refer to the "County Actions" section below.

If an issue is anything other than widespread or system-wide issue, please follow your County's process to report by doing one of the following:

- Contact your County's Help Desk.
- Open a ServiceNow ticket.
- Contact the CalSAWS Service Desk during business operations hours.
- Leave a message for the CalSAWS Service Desk at the toll-free number, ▉▉▉▉
- Email pertinent information to ▉▉▉▉▉▉▉ for assistance on the next business day.

County Actions

1. When a CalSAWS user identifies an urgent issue (typically a widespread or system-wide issue), the County staff should call the following to obtain CalSAWS assistance:
   - Infrastructure Support:
     - ▉▉▉▉▉ – Tier 2 Infrastructure Support
   - Application Support (If there is no answer, the next number on the list should be called):
     - ▉▉▉▉ – Tier 3 Application Lead
     - ▉▉▉▉ – Tier 3 Application Support Lead

2. When contact has been made, a ServiceNow ticket is opened by the answering party and then updated and actioned by the appropriate staff.

3. If an alternate procedure is defined and documented, information is relayed to the reporting County. If Tier 2/3 included information regarding the Jira number associated with the alternate procedure in the ServiceNow ticket, this information is also provided to the County.

4. The ServiceNow ticket is closed once the issue has been resolved with updates.

Primary Project Contact	Nonie Reyes-Small Reyes-Small@CalSAWS.org
Backup Project Contact	Erika Castro CastroE@CalSAWS.org

Attachments	N/A
Web Portal Link	▮▮▮▮▮▮▮▮▮▮ OR You may also retrieve the CIT document and attachments by following these steps: 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 "2025" folder. 4. Click on the appropriate CIT # folder.