CalSAWS User Process
ServiceNow (SNOW) County Operational Request (COR)

This Process Guide (PG) provides consortium instructions when processing County Operational Requests through the ▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮

Service Now Service Portal

County Operational Requests are submitted through the SNOW Service Portal (SP). Users will log a request in the SP. A REQ/RITM number is generated. Users can track the progress of the request through the SNOW Service Management portal.

The request is assigned to the CalSAWS team for action.

COR Management

Consortium App Support – COR Group

When a COR has been logged through ServiceNow an email is sent to the **Consortium App Support - County Operational Request** group. This group is responsible for reviewing the request and assigning it to the **County Operational Request - <group>.** Follow the steps to process the request.

- Click the hyperlink RITM number from the email received to access the Services Portal. Enter your current CalSAWS login credentials.
    - If you are not automatically opened within the request, enter the RITM number in the search bar.
- In the Details tab, review the COR.
- Assign the COR to the corresponding **County Operational Request** group by updating the **Assignment group** field on the request. The groups are listed below.
    - County Operational Request - Analytics
    - County Operational Request - Batch / Interfaces
    - County Operational Request - Batch Operations
    - County Operational Request - BenefitsCal
    - County Operational Request - Central Print
    - County Operational Request - Client Correspondence
    - County Operational Request - Contact Center/IVR
    - County Operational Request - Data Access
    - County Operational Request - Eligibility
    - County Operational Request - Fiscal
    - County Operational Request - GAGR
    - County Operational Request - Medi-Cal / CalHEERS
    - County Operational Request - Online
    - County Operational Request - Reports
    - County Operational Request - Security
    - County Operational Request - Special Projects
    - County Operational Request - Tech Ops
    - County Operational Request - Voice BOTS / RPA
- Click Update

COR Group Responsibilities

The assigned County Operational Request group is responsible for processing the request. This group will review the request and decide on the next steps. If the request is approved, an SCR is created, and the request can be closed. If the request is denied, the reason for the denial is noted and the request can be closed. The COR does not remain open during the SCR implementation process. Follow the defined SCR process to implement the request. Review the following steps to process the COR.

- The COR Group receives an email alert that a request has been assigned to the group.
- Click the hyperlink RITM number from the email to access the Services Portal. Enter your current CalSAWS login credentials.
    - If you are not automatically opened within the request, enter the RITM number in the search bar.
- Review the request.
- If necessary, request more information from the Primary Contact listed in the Details tab.
- If request is approved:
    - Create an SCR and
    - In the Details tab, enter the SCR number in the Cross Reference field.
    - In the Notes tab, document your review and approval.
    - Close the request by clicking the Close button.
    - Complete the COR through the normal SCR process.

- If request is Denied:
    - In the Notes tab, enter the rejection reason.
    - Check the Additional comments (Customer visible) checkbox.
    - Click 'Post'
    - Close the request by clicking the Close button.
    - Contact Primary Contact to inform them of the closure reason.

Time Frame Expectation

The COR groups are resonsible for contacting the Primary contact within 5 business days of assignment to inform the user the request has been received, and to ask for additional information, if needed. Continue to follow your groups process for identifying implementation timelines, and report those to the requestor when those dates become available.