

Distribution Date	September 4, 2025
To	PPOC.All
CC	Consortium.RegionalManagers.All;
CIT Name	County Operational Requests

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

- | | |
|--|---|
| <input checked="" type="checkbox"/> General | <input type="checkbox"/> Reports |
| <input type="checkbox"/> Policy | <input type="checkbox"/> Fiscal |
| <input type="checkbox"/> CW | <input type="checkbox"/> Caseload Movement |
| <input type="checkbox"/> CF | <input type="checkbox"/> Management |
| <input type="checkbox"/> MC | <input type="checkbox"/> Batch and Interfaces |
| <input type="checkbox"/> CMSP | <input type="checkbox"/> Fiscal |
| <input type="checkbox"/> FC/KG/AAP | <input type="checkbox"/> GA/GR |
| <input type="checkbox"/> Child Care | <input checked="" type="checkbox"/> Help Desk |
| <input type="checkbox"/> WTW | <input type="checkbox"/> Imaging |
| <input type="checkbox"/> Other Program(s) _____ | <input type="checkbox"/> Security |
| <input type="checkbox"/> BenefitsCal | <input type="checkbox"/> Task Management |
| <input type="checkbox"/> Customer Correspondence | <input type="checkbox"/> Technical |
| <input type="checkbox"/> OCAT | <input type="checkbox"/> Training |
| <input type="checkbox"/> Other _____ | |

Description	<p>Purpose The purpose of this CIT is to inform Counties of the process of submitting County Operational Requests through the [REDACTED]</p> <p>Background CalSAWS is transitioning from the CalSAWS Enhancement Request (CER) process for County Operational items to utilizing the Services Portal (SP) through the Services Now tool.</p> <p>County Operational Requests County Operational Requests are system updates an individual county needs to complete their day-to-day functions. Some example areas for operational requests are listed below:</p> <ul style="list-style-type: none"> Business Reply Mail (BRM) SFTP Server Changes IVR / Contact Center Central Print Requests BenefitsCal County Specific Updates Data Change Requests (DCR) Financial Institution Updates General Assistance / General Relief (GAGR)
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- Batch Process County Opt In or Out
- Fiscal Pay Codes
- Secondary/redundant POP Circuit
- Data Access Request

Beginning Monday, September 8, 2025, Counties will use the Services Portal to submit County Operational Requests. **County staff that have a 'Fulfiller' User Type in Service Now have access to submit these requests.**

For County Operational Requests only, do not use the CER@CalSAWS.org mailbox after Friday September 5th, 2025.

County Action

- Review the CalSAWS Process Guide; Service Now Operational Requests with staff that open County Operational Requests and County Help Desk Staff.
- Review [REDACTED]
- Update any internal County business processes that are impacted by the outlined changes.
- **County staff that have a 'Fulfiller' User Type in Service Now have access to submit these requests.**

If you have questions on this CIT, please reach out to the Primary and Backup Contact and cc your Regional Manager(s).

Primary Project Contact	Nichole Nava navan@calsaws.org
Backup Project Contact	Henry Arcangel arcangelh@calsaws.org
Attachments	CIT 0107-25 CalSAWS Process Guide; Service Now County Operational Requests Internal Process_draft.docx CIT 0107-25 County Operational Request Demo.mp4
Web Portal Link	[REDACTED] OR You may also retrieve the CIT document and attachments by following these steps: <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 "2025" folder. 4. Click on the appropriate CIT # folder.