CalSAWS | Information Transmittal (CIT)   0154-25

Distribution Date	December 16, 2025
To	Enhanced.Lobby.Support.All; Committee.Lobby.Mgmt.All; PPOC.All;
CC	Consortium.RegionalManagers.All
CIT Name	**Updated Lobby Support Process**

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

- ☐ General
- ☐ Policy
  - ☐ CW
  - ☐ CF
  - ☐ MC
  - ☐ CMSP
  - ☐ FC/KG/AAP
  - ☐ Child Care
  - ☐ WtW
  - ☐ Other Program(s)_____
- ☐ BenefitsCal
- ☐ Customer Correspondence
- ☐ OCAT
- ☒ Other Lobby Management and Support

- ☐ 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 provide counties with an updated Lobby Support process beginning **January 1, 2026**. **Background** Counties with CalSAWS Lobby Kiosks and Lobby Tablets currently request Enhanced Lobby Support services via the CalSAWS Help Desk phone number, submitting tickets, or emailing Lobby.Support. When an email is sent to the Lobby.Support mailbox, a ServiceNow ticket is created on behalf of the county. This process depends on Lobby.Support accurately identifying the county contact responsible for coordinating with remote technicians and manually adding the county contact to the ticket. The increasing volume of incoming emails has made it difficult to maintain this process in a timely and efficient manner, often resulting in delays in ticket assignments and resolutions. To ensure continued responsiveness and

accuracy, enhancements to automate or streamline this workflow may be necessary.

Updated Process

Starting **January 1, 2026**, we are updating the Lobby Support process to follow the standard CalSAWS support process.

Counties must follow their internal process to submit ticket for any support request related to Lobby Management. This change will help streamline tracking, improve coordination, and ensure timely resolution.

For ticket escalations, counties should follow their current escalation process by reaching out to their Regional Manager(s) with ServiceNow ticket number to ensure accurate tracking and prompt follow up.

County Action

Counties must utilize the new processes outlined in this CIT for CalSAWS lobby support related issues. Counties that provide specific instructions to their users to determine who may request lobby support should update internal processes and share this information as necessary.

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

Primary Project Contact	Sowmya Coppisetty CoppisettySV@CalSAWS.org
Backup Project Contact	Rhiannon Chin ChinR@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.