

Workload Management Bulletin

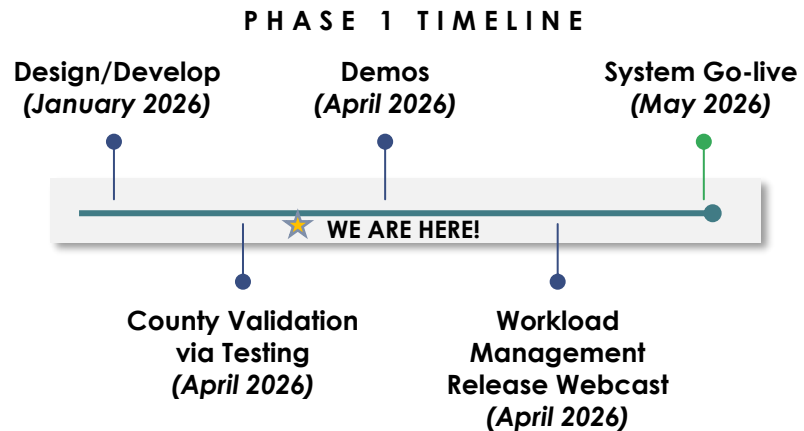
April 2026



PROJECT UPDATES

Two Designs for features & functionalities for **Workload Management Phase 2** are complete! See below for key dates:

- **March** – CA-293075 & CA-296462 Designs Complete
- **April – July** – Development
- **May** – CA-296514 Design Complete
- **August** – County Validation via Testing
- **September** – Go-Live



WORKLOAD MANAGEMENT HOT TOPICS

CalSAWS Workload Management (CA-293073) will be delivering several new and updated features. These updates will add and improve functionality for how users **manage schedules**, **manage workload**, and **maintain appointments** with customers. Simultaneously Phase 2 (CA-293075, 296462, 296514) updates are also progressing. Below is a high-level overview of upcoming activities across both phases:

What to Expect during Phase 2: This phase of Workload Management is scheduled for the 26.09 Release and will encompass three key areas: **Workload Prioritization**, **Appointment Tasks**, and **Reports**. Similar to Phase 1, the team will keep staff informed of what is changing and activities to expect through communications, engagements and readiness materials.

Functional Demonstrations: Sessions will take place **April 15-28** and will include high-level walkthroughs of new and updated features for Workload Management **Phase 1** topics. County PPOCs can review the breakdown of demonstrations and inform staff to attend sessions as it applies to them. Demonstration recordings and FAQs will be made available on the Communication Portal following the sessions.

Resources Coming Up: Job Aids will be distributed via CalSAWS Information Transmittals (CITs) and available on the Learning Management System (LMS)* leading up to Go-Live. Keep an eye out for these training resources!

*Follow County process to request LMS access for users who need to be added.

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