# Workload Management Resources

Below is a hub of resources to help you navigate Phase 2 changes!

## CHANGE IMPACT RESOURCES

### Where to Find

Communications Portal → CalSAWS Information Transmittal (CIT)

OR

Communications Portal → Major Project Workgroups → Workload Management Phase 1 & 2

### Resource Package

**Impacts Overview**
High-level summary of what is changing across all SCRs for Workload Management Phase 2

**Phase 2 SCR Dashboards**
Overview of changes and key details to know for each SCR

CIT 0146-26

### One-Pagers

| | |
|---|---|
| CIT 0165-26 | CA-293075 Workload Management Redesign Phase 2 – Change Impact One-Pager |
| CIT 0165-26 | CA-296462 Get Customer Appointment Task Setting – Change Impact One-Pager |
| CIT 0165-26 | CA-296514 Workload Management Redesign Phase 2 – Reports – Change Impact One-Pager |

## TRAINING RESOURCES

### Where to Find

Web-Based Trainings (WBTs) & Job Aids in the LMS

Online Help Pages & Job Aids in CalSAWS

Resources available on 9/21/26

### Online Help Pages

| | |
|---|---|
| Reassignment Prioritization List | Select Reassignment Prioritization |
| Reassignment Prioritization Detail | Workload Reassignment Detail |

### Job Aid

Office Schedule – Maintain

### WBTs

004-Clerical Support: 02-Case Establishment

004-Clerical Support: 03-Workload Reassignment

033-Workload Management: Supervisor

## MONTHLY BULLETINS

[redacted]

CalSAWS