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CALSAWS MIGRATION: MANAGING CHANGES TO ANCILLARY SYSTEMS

Counties use several different ancillary systems like task management, GA/GR, and lobby management to administer their various health and social programs. Some of these systems like task management and GA/GR are used across all the 58 counties. Others, such as CIS and MR reporting are specific to counties using the CalWIN system.

After migration, counties will lose access to their ancillary systems and will need to use the new CalSAWS system to manage these activities.

Key challenges

The redesigned ancillary services in CalSAWS will create challenges for all the 58 counties. Users will need to adjust to new features, functionalities, and interfaces. And business processes must be re-designed to support the updated services.

Counties using the CalWIN system will have additional challenges as their current services may not be supported by the CalSAWS system. For example, counties utilizing CIS reports and MR Extracts would need to leverage the Qlik Sense tool for generating the reports they require.

Navigating this change will require counties to define and execute a comprehensive user training and change management program.

INFOSYS OFFERING TO MANAGE CHANGES TO ANCILLARY SYSTEMS

To ensure that users have sufficient training on the new CalSAWS systems and workflows, we will leverage our training and change management framework which is guided by the following key design principles:

1 **Immersive education** – Develop support materials like videos, microlearning modules, handbooks, and posters to train users quickly on the most effective way to use the new system.

2 **Customized delivery modes** – Align delivery modes to learner objectives and learning styles. Leverage instructor-led training in a hands-on lab environment for activities that require extensive use of the system and leverage 'how-to' guides for tasks that will be executed occasionally.

3 **Proficiency-oriented learning** – Enable users to access and explore the system before they attend any training sessions to make the training more relevant. Deliver the training using real-life scenarios/situations for more effective retention.

4 **Defining the optimal training frequency** – To minimize resistance to new technologies and workflows, communicate the changes as early as possible and deliver interventions at regular intervals so the users are not overwhelmed.

Write to **Brian.Bennett@infosys.com** to learn how your county can manage training and development for its staff as it migrates to the CalSAWS system.

For more information, contact askus@infosyspublicservices.com

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