



Tech Alert

from the Office of Customer Engagement
"Your Gateway to Technology Services"

TA 17-03: Customer Service System (CSS) Retirement

ISSUE DATE:	March 3, 2017
ATTENTION:	All Customers
ACTION REQUESTED:	Information Only
EFFECTIVE DATE:	April 1, 2017

Overview:

In 2016 the California Department of Technology (CDT) migrated customers from the Customer Service System (CSS) to Remedy for the submission of service requests (SRs) to CDT. Now that all customers have been migrated, CSS will be retired.

What's Next:

Effective April 1, CSS will be retired and customers will no longer have access to the application. CDT staff is currently working with customers to close the remaining CSS SRs; any SRs that cannot be fulfilled by the end of March will be manually transferred to Remedy.

Between March 20 through March 31, CDT staff will transfer OPEN CSS SRs to Remedy. Customers will be notified of the new Remedy SR number, and notations of the transfer and new SR number will be made in the CSS system.

Action Requested:

Customers who rely on CSS for historical records should run reports and/or print any SR documentation by March 31, 2017. Please note, the CSS report will not contain the "Summary" information from the SR Narrative page, or any SR attachments. To retain the SR narratives, customers can copy and paste each narrative into a Word or Excel document. SR attachments can be individually saved or printed.

Below are instructions for running CSS reports:

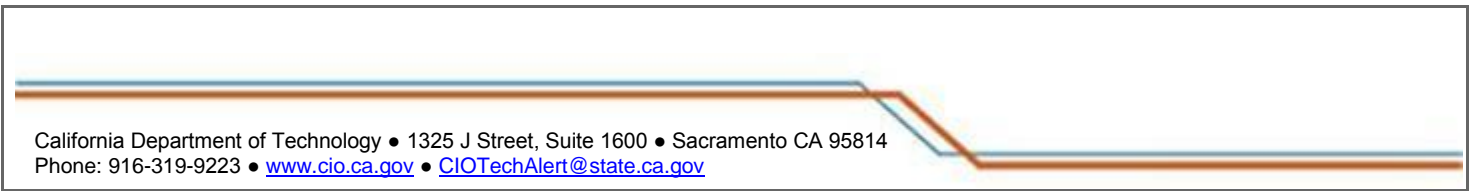
1. Access CSS Web by going to <https://cssweb.dts.ca.gov/>
2. Click the "Login" button
3. Enter User ID and Password (If you have forgotten your User ID or Password, call 916-431-5453)
4. Click on "Customer Request"
5. Click on "Work with Existing Requests"
6. Fill in search criteria
7. Mark the box to include SRs with "closed" and "cancel" status
8. Click the "Search" button

Next Steps/Due Date:

As needed, customers should obtain historical SR records from CSS by March 31, 2017 per the above instructions.

Contact:

If you have questions or need further clarification, please contact your CDT Account Lead by using the [Account Lead Directory](#), or call the Office of Customer Engagement at (916) 431-5476.



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