

State of California



FI\$Cal Customer Impact Committee Version 5.0

February 2016

Document Revision History

Date	Version	Last Updated By	Status/Comments	Approved By
06/10/10	1.0	Project Staff	April 2010 Version	Fred Klass, Chair FI\$Cal Steering Committee
7/10/12	1.1	Kelly Holtz	Updated prior to Design, Development, and Implementation Phase	CIC
7/27/12	1.2	Kelly Holtz	Changed California Human Resources to California Department of Human Resources	Susan Barnes/CIC
8/1/12	1.3	Kelly Holtz	Changed Chair/Vice Chair from voting member to participant of the Change Control Board	Project Executive
9/4/12	1.4	Kelly Holtz	Incorporated Feedback	Partner Business Executives
3/20/13	2.0		Approved by Steering Committee	Jill O'Connell and Todd Jerue
11/21/13	3.0	Kelly Holtz	Updated to increase membership to all departments	Jill O'Connell and Todd Jerue
10/14	4.0	Kelly Holtz	Increase CIC Project Involvement	Project Executive
2/16	5.0	Lisa Gray Kelly Holtz	Revamp of CIC and update Charter	Executive Partner/Department Director and Project Director/Chief Deputy Director
4/16	5.1	Lisa Gray	Updated after Partner Business Executive Comments	Executive Partner/Department Director and Project Director/Chief
7/14/16	5.2	Myra Yeung	On 7/11/16, Committee decided to expand CIC member list to include the CA Military Dept. and Dept. of Corrections and Rehabilitation	



Approval of the Customer Impact Committee Charter

Approved by the Customer Impact Committee (CIC), by consensus decision, at the FI\$Cal CIC meeting held on: XX

XX, CIC Chair

Date

Approved on behalf of the FI\$Cal Steering Committee, by consensus decision, at the Steering Committee Meeting held on: XX

Todd, Jerue, Chair
FI\$Cal Steering Committee

Date

Miriam Barcellona Ingenito, Department Director
FI\$Cal

Date

Neeraj Chauhan, Chief Deputy Director
FI\$Cal

Date

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1.0 Background

This document is the Charter for the statewide Customer Impact Committee (CIC) of the Financial Information System for California (FI\$Cal). The original Charter was dated April 2010 and approved June 10, 2010. The CIC serves as a formal mechanism for Agencies/State Entities to provide their input to the FI\$Cal Project and the FI\$Cal Steering Committee.

The establishment of the Department of FI\$Cal was included as part of the 2016/17 Governor's Budget.

2.0 Purpose

The CIC partners with FI\$Cal as a leadership group to provide a formal mechanism for Agencies/State Entities to express their views and concerns at the executive level to FI\$Cal management and the FI\$Cal Steering Committee.

Through the CIC Chair or Vice Chair, the CIC participates in the FI\$Cal Steering Committee as representation of Agencies/State Entities needs during the entire life cycle of the FI\$Cal System, including System Operations and Maintenance.

3.0 Committee Responsibility

Members of the CIC are responsible for:

- Recommending a Chair and a Vice Chair
- Participating in monthly CIC meetings
- Suggesting agenda items for CIC meetings
- Making requests for ad hoc or special CIC meetings
- Participating in discussions regarding:
 - New system functionality
 - Onboarding of additional departments
 - Communication needs/improvements
 - Proposed changes/improvements to the system
 - Determining the priority of system improvements and new functionality
- Conducting surveys, as warranted
- Attending monthly FI\$Cal User Community Forums
- Developing recommendations to the FI\$Cal Director and Chief Deputy Director

- Providing pertinent feedback from their Agency/State Entity
- Participating in workgroups, as assigned

4.0 Membership

Permanent CIC membership is made up of representatives from:

- Business, Consumer Services, and Housing Agency
- California Military Department
- Department of Corrections and Rehabilitation
- Department of Education
- Department of Food and Agriculture
- Department of Insurance
- Department of Justice
- Department of Veterans Affairs
- Environmental Protection Agency
- Government Operations Agency
- Health and Human Services Agency
- Labor and Workforce Development Agency
- Natural Resources Agency
- State Board of Equalization
- Transportation Agency

The CIC requires active and consistent participation from members who are committed to improving the financial management of the state of California. Members will represent their Agency/State Entities and will comply with the CIC Charter.

4.1 Membership Level

One member representative from each Agency/State Entity is encouraged to participate, see listing in [section 4.0](#) of this document. This participation should be at the Chief Information Officer, Deputy Director of Administration, or equivalent, level.

5.0 Officers and Records

5.1 Sponsor

The FI\$Cal Project Director/Chief Deputy Director is the CIC Sponsor. The FI\$Cal Project Director/Chief Deputy Director, is committed to the success of the CIC as a body representing Agencies/State Entities using FI\$Cal. The FI\$Cal Project Director/Chief Deputy Director will:

- Provide sponsorship and support for the CIC
- Provide advice and information to the CIC as requested
- Provide the CIC with support resources as necessary

5.2 Chair

The CIC Chair will be appointed by the FI\$Cal Sponsor and will serve a term of one year.

The Chair will:

- Facilitate all monthly, special, or ad hoc CIC meetings
- Facilitate open discussions among members
- Work with the FI\$Cal Project Delivery Division's Deputy Director, to oversee:
 - Meeting coordination (Date/time/location)
 - Creation and distribution of the CIC meeting agendas, in advance of the meetings
 - Creation and distribution of the CIC meeting minutes
 - Responses to requests for information
- Monitor and facilitate resolution of all CIC action items
- Form workgroups, as warranted
- Monitor and report on the progress of workgroups
- Communicate closely with current implementing State Entities to gain necessary insight for representation at FI\$Cal Steering Committee meetings
- Represent implementing State Entities as a voting member of the FI\$Cal Steering Committee
- Elevate issues, risks, obstacles, concerns, and recommendations to the FI\$Cal Executive Partner/Department Director or Project Director/Chief Deputy Director that arise from the CIC
- Request resources as necessary for the CIC

5.3 Vice Chair

The CIC Vice Chair will be elected by a majority of the CIC members and will serve a term of one (1) year. Upon notification to the FISCAl Steering Committee of the selection of a Vice Chair, the Vice Chair will:

- Serve as the CIC Chair in the event the Chair is unavailable
- Collaborate with the Chair to create CIC meeting agenda items
- Coordinate work efforts as assigned by the Chair

5.4 Staff Support

The FI\$Cal Project Delivery Division, Deputy Director will provide staff to:

- Coordinate the CIC meetings – date/time/location
- Create and distribute CIC meeting agendas, in advance of the meetings
- Create, publish, and distribute CIC meeting minutes and work products, including recommendations, decisions and action items
- Manage and maintain all CIC documentation
- Document and publish CIC member roster
- Work with the CIC Chair to provide information when requested

6.0 Consensus Decision Making

While the CIC is primarily a customer representation body, voting may become necessary to validate consensus. Each Agency/Entity active in the CIC will carry one (1) vote.

The consensus decision model will be followed by the CIC for decision making and issue resolution. Items or issues that require decisions are brought forth and discussed in a manner that allows all CIC members to voice their thoughts, reactions, ideas, and concerns. A proposal will be put forward that incorporates the various viewpoints. Following the discussion and proposal, the item/issue will be tested for consensus across the group. This involves determining who agrees, who is willing to stand aside and support, or who does not agree (blocks) with the proposal. The decision rule for this CIC is unanimous consent, meaning no one blocks the proposal/decision. If a consensus cannot be reached, the item/issue will be escalated to the FI\$Cal Steering Committee by the CIC Chair.

7.0 Meetings

7.1 Regular Meetings

The CIC will meet monthly. However, at any given time the frequency may be adjusted at the discretion of the CIC Chair.

7.2 Special and Ad Hoc Meetings

The CIC may hold special or ad hoc meetings upon the call of the Chair.

8.0 Action Without a Meeting

Actions of the CIC may be taken without a meeting if the action(s) are approved unanimously by all voting representatives. The action(s) will be evidenced by one or more written consents, whether executed manually or electronically.

9.0 Addressing the CIC

State Agency/Entity staff wishing to address the CIC should submit a written request to the Vice Chair at least ten (10) days in advance of the CIC meeting. Although not required, Agency/Entity staff are encouraged to coordinate this effort through their Departmental Liaison. The CIC Vice Chair will present the request to the CIC Chair who will evaluate the request for presentation to the CIC meeting. If deemed appropriate, the Vice Chair will coordinate the requestor's participation in the CIC meeting.

10.0 Authority

Unless otherwise specifically delegated by appropriate resolution or policy of the FI\$Cal Steering Committee, authority to act on all matters, once they are presented to the FI\$Cal Steering Committee, is reserved to the FI\$Cal Steering Committee. The duty of the CIC will be to consider and to report or recommend to the FI\$Cal Steering Committee on appropriate matters. In cases where specific power or authority is granted, a report of final action by the CIC will be made at the next regular meeting of the FI\$Cal Steering Committee and, if required, will be confirmed and approved by the FI\$Cal Steering Committee at that time. The FI\$Cal Project Director/Chief Deputy Director will establish the procedures for promulgating CIC decisions and resolutions.

11.0 Amendments to the Charter

This Charter may be amended as deemed necessary by the Director, Chief Deputy Director or the Chair. Any requests to modify this Charter by CIC members must be submitted in writing to the CIC Chair. All Charter amendments must be submitted for approval by the Director of the Department of FI\$Cal.