

We're Here to Help

A message from Neeraj Chauhan, Chief Deputy Director



Firsts can be rough, and usually come with a mixture of anticipation and anxiety when they involve change.

First day of school — for you or your children. First day on a new job.

And for our 2017 Release departments, first time transacting in FI\$Cal.

Your year or more of training, data validation and role mapping will finally pay off! While you may have first-time jitters, we are here to support you and guide you through this transition. With every Wave and Release, FI\$Cal staff have made a concerted effort to improve the onboarding experience. We've learned that continued contact with the Readiness Coordinator, improved processes in the FI\$Cal Service Center, and more direct assistance — available in the FI\$Cal office and your home office — are what our customers need to succeed.

We recognize that the first 60 to 90 days in the system are the most challenging. To help you through the first several months, the FI\$Cal Training Office will offer User Support Labs held in our Evergreen office. During these sessions, you can log into your account, and receive help from a Subject Matter

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FI\$Cal Service Center Tips

The FI\$Cal Service Center (FSC) strives to provide our clients with excellent customer service. The following tips will assist us with resolving your issues as quickly as possible when you send an email to the FSC.

- Try clearing the cache on your computer and then retry the process. Your cache history can be the culprit on many system issues. If you are not sure how to clear the cache on your computer, view our [videos](#) for instructions.
- Provide the business unit and a clear description of the issue or request in the subject line of your email to the FSC. For example, if the issue or request is related to Month End/Year End Close, make sure to include MEC/YEC in the subject line.

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New ServiceNow Online Ticket System

The FI\$Cal Service Center (FSC) recently unveiled ServiceNow, a new online tool for initiating help tickets. It replaces a previous self-service ticket system customers used to report system issues. With the ServiceNow ticket system, end users can track progress on open issues, and add multiple team members to receive notification when an issue is resolved. FI\$Cal encourages our Live departments and our new 2017 Release departments to try out the ServiceNow online ticket system if they need to contact the FSC.

All users, regardless of whether they are brand new to FI\$Cal, or with a previous Wave department,

will need to create a new username and password to access ServiceNow using the following steps:

1. Log into your FI\$Cal account with your existing FI\$Cal password and username.

2. Click on "Access FSC." (ServiceNow is housed within "Access FSC.")

3. Create a username composed of the first half of your department email, followed by @fiscal.

For example, if your department email address is john.doe@anydepartment.ca.gov, your Access FSC username will be: john.doe@fiscal.

OR, if your department email address is jsmith@anydepartment.ca.gov, your Access FSC username will be: jsmith@fiscal.

4. At the First Login, click on the "Reset Password" option to create a new password. Your password is case sensitive. If you need extra help, watch the "How To" videos for [creating a login](#) and [creating a ticket](#).

In addition to the online self-service ticket system, you may also contact the FSC by phone, toll-free, at (855) FISCAL0 (855-347-2250), or by [email](#).



JULY 2017 EVENTS CALENDAR

JULY 10

- **FI\$Cal 2017 Release Go Live**
- R17 Training Liaison Web Meeting — 10 a.m. - 11 a.m.

JULY 12

- Quarterly SoCal FI\$Cal User Community Forum (Los Angeles) — 1 p.m. - 2:30 p.m.

JULY 19

- Monthly FI\$Cal User Community Forum (DGS, West Sacramento) — 1:30 p.m. - 3 p.m.

JULY 25

- R17 User Support Lab (AP, GL, & PO) — 9 a.m. - 11:30 a.m.

JULY 26

- R17 User Support Lab (AR/BI, CA, CM, DM, GM, LA, & PC) — 9 a.m. - 11:30 a.m.

JULY 27

- R17 User Support Lab (AM, AP, & PO) — 9 a.m. - 11:30 a.m.

AUGUST 1

- R17 User Support Lab (AP, GL, & PO) — 9 a.m. - 11:30 a.m.

AUGUST 2

- R17 User Support Lab (AR/BI, CA, CM, DM, GM, LA, & PC) — 9 a.m. - 11:30 a.m.

AUGUST 3

- R17 User Support Lab (AM, AP, & PO) — 9 a.m. - 11:30 a.m.

Visit the [Events Calendar on the FI\\$Cal Resources Page](#).

Career Opportunities

Administrative Services Division

- **Accounting Administrator I (Specialist)**
Accounting Section
Final filing date: July 13, 2017

Service Center and Portfolio Management Division

- **Data Processing Manager III**
Customer Service and Analytics Section
Final filing date: July 7, 2017

For the most current list of career opportunities, and to apply online, visit the [CalCareers website](#).

Get to Know Readiness Coordinator Trey Mudge

Trey Mudge has been a Readiness Coordinator with FI\$Cal since July 2014. He has assisted over 30 departments with joining the FI\$Cal system since the Wave 2 Release. He is currently working with five 2017 Release departments and four 2018 Release departments. We recently asked Trey about being a Readiness Coordinator at FI\$Cal.

What made you want to become a Readiness Coordinator?

“I researched the FI\$Cal Project before I applied and what the Project is trying to accomplish seemed both interesting and groundbreaking. I wanted to be part of something that was going to bring important changes to the way the state of California does business.”

Did you have any change management experience before starting at FI\$Cal?

“Prior to joining FI\$Cal, I worked for a corporation managing an online system that was always upgrading and changing. Through that job, I became familiar with change management concepts and how to help people get comfortable with using something new.”

How do you prepare to help your onboarding departments?

“I really study the FI\$Cal website and try to become familiar with the information that we have posted there and how it can help our onboarding departments. I’ve taken some change management and project management training classes and I absorb as much

information as possible from my managers here at FI\$Cal.”

What do you like about your job?

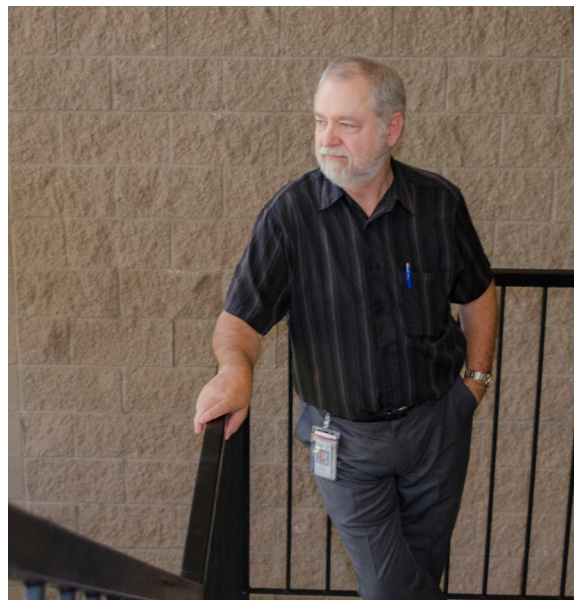
“I really like the people that I work with. I am continually impressed by the skill and knowledge of the people working on the FI\$Cal Project. It is educational for me to work with so many people with such wonderful skill sets. Working at FI\$Cal, I feel like there is always an opportunity to learn something new and gain new skills.”

What do you find challenging about the job?

“Keeping up with everything a Readiness Coordinator needs to know to be able to assist departments and end users with all the activities and tasks they need to complete as they are preparing to onboard with FI\$Cal. It keeps things interesting. I’m always busy, and every day is an adventure.”

What are some challenges departments feel when preparing for FI\$Cal?

“Many departments don’t realize the time and effort that is necessary to have a successful onboarding experience. I hear a lot that it’s a challenge trying to get regular work done while doing everything FI\$Cal requires departments to do leading up to the day they onboard with FI\$Cal.”



*“I’m always busy, and every day is an adventure.”
— Readiness Coordinator Trey Mudge*

What can departments do to have a successful FI\$Cal onboarding experience?

“Departments need to be invested in getting ready for FI\$Cal from the start, and they really need to be involved. The more a department participates in FI\$Cal workshops, forums and trainings, the easier it is for them to understand the onboarding tasks we give them and their importance. It is also very important for departments to communicate with their Readiness Coordinator — especially when their department has unique circumstances or needs. Not every department is the same, so the sooner they tell us of an issue, the easier it is for us to help them and work out a solution. It’s also important for departments and staff be open to change and know that we are here to help and don’t want to make things more difficult for

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User Support Labs

User Support Labs (USL) for 2017 Release departments will start at the end of July and run through September. These labs will give end users from our 2017 Release departments the opportunity to get post-Go Live support from FI\$Cal subject matter experts and trainers while processing real world departmental transactions in FI\$Cal. USLs for departments from previous releases will begin in September. To attend a USL session, Department Liaisons or Training Liaisons must submit a completed [2017 USL Request Form](#) to the FI\$Cal Change Management Office

via [email](#) at least three business days in advance of each requested session. A list of USL session dates is listed on the form. FI\$Cal staff will contact the USL requestor to confirm the support required and the date of the USL. All USL sessions will be held at the FI\$Cal office from 9 a.m. to 11:30 a.m.

A department Super User who has completed the required training in the module specified on the form must attend the USL. Up to three additional end users who have completed the required training may also attend the USL session. Each USL participant must be able

to log in to the FI\$Cal system prior to the USL Request Form being submitted.

Additional USLs will start at the end of September for end users from all departments, including 2017 Release departments, to assist with month end and reconciliation functions as well as day-to-day transactions. An email will be sent out as soon as more information on these additional USL sessions becomes available. If you have questions regarding the upcoming USL sessions, please email the [FI\\$Cal Change Management Office](#).

FI\$Cal Frequently Asked Questions

What is the difference between closing and deleting a voucher in FI\$Cal?



Closing a Voucher: Vouchers can be closed in FI\$Cal when you want the remaining liability to be “written off” the supplier balance and the voucher to be considered complete. For example, you may have items in dispute, and you and the supplier have agreed that you will not make a payment on the items. You can close the voucher to credit the expense accounts and debit the liability accounts for the portion of the voucher that remains unpaid.

Deleting a Voucher: When deleting vouchers, FI\$Cal enables you to select only those vouchers that are eligible for deletion. Eligible vouchers include only those that have not been posted or selected for payment.

When a voucher is deleted, it is no longer available for viewing, processing, or for use by any users in the system. However, the record of the voucher still exists as an audit trail. You can view details for the voucher on the Voucher Detail page, within the same page group, before saving the information on the Delete Voucher page.

Once you delete a voucher, you cannot retrieve it or undo the deletion. The data rows that are associated with the voucher remain in the tables so that you cannot reuse the Voucher ID.

Get to Know Readiness Coordinator Trey Mudge

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them. We are all state workers and are in this together to make FI\$Cal a success.”

Is there anything else that you think is important for future onboarding departments to know?

“I think it’s important for future departments to know that FI\$Cal has gone through several releases now and we are continuing to learn from those releases and are continuously working to improve the onboarding experience. Also, departments should remember not to be concerned with everything all at once. If they take things one step at a time and stick to the processes we are taking them through, they will have a successful onboarding experience.”

2017 Release Go Live – Key Activities

FI\$Cal is scheduled to onboard the 2017 Release departments in early July. Below is information departments need to know for the 2017 Release Go Live:

Cutover Conversion Files

Cutover Conversion Files are due in two groups:

- **Wednesday, July 5**
Customers and Project Costing Conversion files
- **Friday, July 14 by 12 p.m.**
Remaining files

Production Freeze

During the cutover period for the 2017 Release Departments (June 30 to July 10), production updates for configuration and role mapping will not be available. All updates will be processed after the freeze is lifted, beginning July 10.

FI\$Cal System Unavailable

The FI\$Cal System will be unavailable from 12 p.m. on Friday, July 7 to 12 p.m. on Monday, July 10, for cutover of the 2017 Release departments.

FI\$Cal User IDs and Passwords

New FI\$Cal end users should receive their FI\$Cal login credentials via email on the evening of July 9, 2017. The email communication will be sent to the end user email addresses provided by your department through role mapping activities. **New FI\$Cal end users** are required to reset the one-time password provided via email *by 6:00 p.m. on Friday, July 14, 2017*. **Existing FI\$Cal end users** will continue to use their current password.

Reminder

Saturday, July 1 to Monday, July 10 – FY 2017/2018 transactions for 2017 departments need to be processed outside of the FI\$Cal system.

For more information on User IDs and passwords, accessing FI\$Cal, workstation configurations, and end user role changes, please see the [email](#) sent out to department liaisons on June 30.

If you have any questions, please email the [Change Management Office](#).

FI\$Cal Service Center Tips

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- Provide the FI\$Cal User ID you were using when you encountered the issue you are reporting. Some end users have multiple User IDs and our FSC Level 2 representatives need to know which profile you were using when you encountered the issue to help you in resolving it.
- List the steps you went through when you encountered the issue.
- Include relevant screenshots that show the URL, menu breadcrumbs and date/time. This will assist the Level 2 representatives in validating the website/URL on which you encountered the issue, the menu path you navigated to, and the date/time of the incident. All of this information is helpful to the Level 2 representatives as they investigate and try to resolve the incident.
- Provide the contact information of the end user who encountered the issue (not the contact information for a Super User or other end user). FI\$Cal Production transactions are tied to an end user's credentials so it is imperative the Level 2 representative works with the user encountering the issue in order to successfully resolve the incident.
- If the incident being reported is a budget-related issue, identify the application being used when the issue was encountered — Hyperion or PeopleSoft.
- Describe any workarounds you are doing that allow you to complete the process while waiting for resolution of your incident (external process, i.e. claim schedule).
- Make sure to indicate if the issue is affecting production.

Updated FI\$Cal Job Aids

Module	Job Aid Title	Job Aid Brief Description	Date Published
Accessibility	Disable User in Identity Self-Service 2.0	How to Disable User in Identity Self-Service.	06/06/2017
Accessibility	PERT Team Role Approval 1.0	How a role request is approved by PERT Team (SCO, STO, DGS, and DOF).	06/06/2017
Procurement	Equipment Purchase Order with Multi-Year Maintenance Service Agreements 3.0	Instructs Procurement Contract Users on how to set up a multiple fiscal year equipment contract from a Leveraged Procurement Agreement (LPA). Also provides the steps PO Buyers / Department PO Buyers should perform to create a Purchase Order (PO) from that procurement contract.	06/01/2017
Procurement	PO Reports Within the FI\$Cal System 3.0	PO Report ID Matrix.	06/01/2017

You may view all Job Aids [here](#).

We're Here to Help

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Expert to trouble shoot your department-specific issues using your data, live in the system.

To maintain that high level of support we offer in the early months of transition, FI\$Cal has hired new team members to the On-Site Support Office that will deliver technical help throughout the year. The On-Site team is an ideal solution for departments that may have a larger number of staff. They deliver the help where you work, and can provide support to individuals or groups in your home office. In addition, the On-Site Support Office is scheduled to establish additional User Support Labs that will be available throughout the year.

In the coming weeks, stay in close contact with Department Liaisons and Readiness Coordinators, who will relay important dates and information related to final cutover procedures, and how to get help once you're in the system. If you do encounter a problem you can't resolve, please contact our [Fi\\$Cal Service Center](#) via phone, email or the new ServiceNow online ticket system.

We are pleased to welcome our 2017 Release departments and end users into FI\$Cal. It won't be long until you're practiced and comfortable using the system. Until then, please make sure to take advantage of the many different support options we have to offer during the early days of your transition.

UPCOMING FORUMS:

Quarterly SoCal FI\$Cal User Community Forum

Wednesday, July 12, 2017

Cal Trans
100 S Main Street
Room 01.040B
Los Angeles, CA 90012

Monthly FI\$Cal User Community Forum

Wednesday, July 19, 2017

Department of General Services
707 3rd Street
West Sacramento, CA 95605
Ziggurat Auditorium

For more information please visit our website at:

www.fiscal.ca.gov