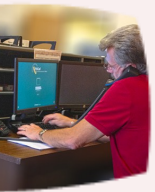




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FISCAL Focus

FISCAL: TRANSPARENCY. ACCURACY. INTEGRITY.

WAVE 2 SUMMER RELEASE GOES LIVE

The Wave 2 summer release of the Financial Information System of California (FI\$Cal) went live on August 12, 2015. Implementing the FI\$Cal solution takes the efforts of many people. The Project would like to acknowledge the many departmental subject matter experts, leaders, and end users whose dedication helped this phase of Wave 2 come to fruition. Also thank you to our Wave 1 departments. Your input has helped make the System better.

Please stay tuned via the FI\$Cal website www.fiscal.ca.gov for training materials and job aids, announcements regarding the System, and news about the Project and remember that the FI\$Cal Service Center is available to assist end users.

Again, thank you for your continued support of the FI\$Cal Project. It is a proud day for the state of California. Together, Project staff, the Partner Agencies, and you the departments, are making a difference and effecting change in how the State does business!



The first Wave 2 transactions were created on August 12 by California State Library, Department of Toxic Substances Control and FI\$Cal!



Jerri Burton creates the first Wave 2 transaction at FI\$Cal!

FI\$Cal Command Center Activities

FI\$Cal has set up a Command Center to monitor activities through the Production Stabilization Period (PSP) of the Wave 2 summer release. Support for end users includes monitoring activities via the Command Center located at the FI\$Cal Project site at - 2000 Evergreen Street in Sacramento.

The activities include:

- Conducting daily touchpoint meetings with the FI\$Cal Service Center (FSC)

- Executing real time issue management
- Escalating issues to Leadership and other teams
- Analyzing trends, triage for any critical issues
- Mobilizing department support
- Mobilizing internal resources
- Engaging in communications with department end users

During the PSP the FSC will continue business as usual and will escalate issues to the Command Center when needed.

FI\$CAL AT THE CALIFORNIA TECHNOLOGY FORUM

In August, the Financial Information System for California (FI\$Cal) was invited by Government Technology Magazine to share information about our Project at the 2015 California Technology Forum. Our presence was new for many attendees who have not yet heard of California's largest information technology project. Staff handed out informational fliers regarding the functionality included in our Wave 2 summer release. FI\$Cal staff also answered questions about how the split-wave approach to Wave 2 would affect the rollout of the Cal eProcure vendor portal that will be replacing BidSync, the state of California's current bid notification system. Also available at the FI\$Cal booth were flyers giving prospective employees information on where on the FI\$Cal website they could find information on current career opportunities available with the FI\$Cal Project.

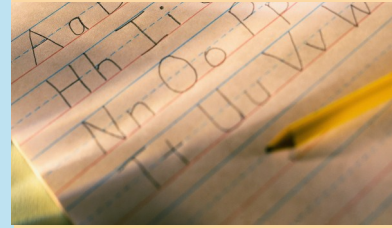
"Forums like these are a great way for us to showcase what FI\$Cal is and how it will benefit the State of California. They offer us an opportunity to speak face-to-face with state workers whose day to day job functions don't yet require them to interact with the Project.."

~ Barbara Taylor, Project Executive for the FI\$Cal Project.



GLOSSARY

This section features acronyms or definitions for the Project. For a list of additional terms, please visit our website at www.fiscal.ca.gov.



Change Discussion:

A conversation between a manager or supervisor and the individual(s) he/she manages or supervises to communicate the FI\$Cal business processes, end-user role assignments, change impacts, and supporting end-user training.

Change Management Champion:

Identifies activities and messages that help staff achieve change readiness.

Core Users:

A core user is an end user who performs transactions in FI\$Cal on a regular basis.

End Users:

Individuals who will use or be impacted by FI\$Cal.

FI\$Cal Service Center:

FI\$Cal's help desk to support departments after go live.

Secondary Users:

A secondary user is a user who occasionally performs transactions in FI\$Cal or backs up a core user.

User Productivity Kit (UPK):

An Oracle tool integrated with PeopleSoft used to develop online simulations, used during classroom training to demonstrate process steps to users.

User Support Labs:

Training labs where users will be able to bring in real-life examples and get support as they perform the transaction in the practice environment.

TIPS FROM THE FI\$CAL SERVICE CENTER

With Wave 2 now in production, the FI\$Cal Service Center (FSC) has resolved over 1,200 incident tickets since go-Live on August 12. Based on an analysis of the tickets received and processed so far, the FSC would like to remind you of a few key tips.

- Don't forget about the Access FSC Self Service Portal that is accessible on your FI\$Cal System portal page after login. The My Tickets section of the Self Service Portal home page can be helpful since it displays all of your open tickets with details and current status. In addition the My Requests section gives you the ability to create and submit new incident tickets directly to the FSC using the Open New Request link on your home page.
- Departments may still use the Tech 237b form through September 12 in order to update users and/or roles. Please contact the FSC if you need any assistance completing this form.
- Also, remember not to directly bookmark the URL of the login page itself. That URL contains variables that may change and if they do, your bookmark may not work in the future. Always start at the main Access FI\$Cal page at <http://www.fiscal.ca.gov/access-fiscal/>. You may bookmark that page as the URL will not be changing. You will also see important news about upcoming outages on this page.

You may log in directly to the Self Service Portal here:

<https://accessfsc.fiscal.ca.gov>.



FI\$CAL: TRANSPARENCY. ACCURACY. INTEGRITY.

Any questions, please contact us at: fiscal.cmo@fiscal.ca.gov