FI$CAL USER COMMUNITY FORUM

DATE: WEDNESDAY, JUNE 15, 2016
TIME: 9:30AM – 11:00AM
LOCATION: DEPARTMENT OF HEALTH CARE SERVICES EAST END COMPLEX, 1500 CAPITOL AVENUE, SACRAMENTO, CA 95814
ROOM: AUDITORIUM

Facilitators:	Michael Muth Wes Riley
Meeting Purpose: **Type of Meeting:**	FI$Cal User Community Forum

AGENDA TOPICS/MINUTES

#	**Topic** *[Brief description]*	**Presenter** *[Name]*	**Duration** *[Time in Min.]*
1	Introduction/Agenda/Project Update	Michael Muth	16 Min
2	Role of the Super User/Tips & Tricks	Michael Muth	21 Min
3	What We've Heard From You/Close	Wes Riley	38 Min

QUESTIONS AND ANSWERS

Q1: Can you tell us about the shutdown period and how that will effect departments?	A1: Each time we perform a cutover we have to remove access to the system so that we can migrate the new data objects, code, configuration, data, etc. Currently, the down time is scheduled for July 22 through July 29. However, we are looking to shorten that timeframe and use the weekends. In this instance, the system would be inaccessible Thursday (7/7) at 6pm through Monday (7/11) and Thursday (7/21) through Monday (7/25), instead of during the week. More information on this will follow.
Q2: What do we do about workload when the system is shut down?	A2: Yes, it will impact you if you are a Wave 1 or Wave 2 department or if you are using the statewide procurement functionality. We will be communicating and sending out tasks on how to track transactions and perform catch up activities while the system is down.
Q3: Will this shut down effect posting of events?	A3: When the communications come out, it will provide information on what is accessible and what's not during the downtime.
Q4: We're a month away from go live – haven't heard anything from FI$Cal. Are there communications that are going to come out in terms of budget training?	A4: Training for statewide budgets and budgets 2.0 begins on July 12 so you should be receiving communications soon. I will follow up with that but there will be communications on training for departments, namely around BU222.
Q5: During the shutdown period – I understand you are working so that the work that is stored that will need to be uploaded rather than having to key in every item purchased – especially at state hospitals because we buy a lot - is there a template that we can load to catch up all that work for the week of down time?	A5: We will be providing you with spreadsheets to track your transactions as well as provide templates for upload spreadsheets in certain modules/ business processes.

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QUESTIONS AND ANSWERS

Q6: SCPRS upload templates – is the plan for departments that want to use the upload template to engage departments after the release of 9.2 and do you have a time frame for that template?	A6: This is already available. It has been available since Fall Release. There are some pre-requisites for using. The best thing to do is email the FSC to inquiry about it.
Q7: I'm not a super user right now but I wanted to get into Model Office so I could train my department – my supervisor is our super user - can anyone get into the Model Office environment?	A7: The Model Office activity was part of the 2017/18 Global Analyze period. During that time, super users from those departments participated in a number of activities that provided them exposure to basic business processes and configuration in a test environment that we refer to as the Model Office environment. Following the Global Analyze phase, generic credentials to access that environment will be sent to departments. You will have to work with your super users or supervisor for access once they receive those credentials.
Q8: Is there a sunset date on those Model Office scripts?	A8: No. At some point we will have to update the environment so that it reflects new configuration and code updates in Production.
Q9: The scripts are very helpful and I want to roll them out to our accounting users – and we have a lot – I want to make sure I give them ample time because we're in the heart of year end – so it's likely September when they could start – maybe sometime earlier.	A9: That's fine. You're part of 2018 Release, correct? If so, you will have a good portion of time with that environment while the 2017 Release departments are engaged with readiness/onboarding activities.
Q10: We're a Wave 2 department. Is there a sandbox we can have access to?	A10: Unfortunately, not at this time. The Model Office environment and activity is part of readiness for those departments that are onboarding. .
Q11: What's a sandbox?	A11: It's a test environment that mirrors the basic configuration of Production.
Q12: We're part of Wave 2. I can't stress the importance that while the UPK training is helpful and fine, each department needs to put together their own training program and have one on one training sessions with their people to explain it.	A12: I completely agree. While the training and information provided is helpful, it's not enough and it's not specific to each department's uniquenesses. It's extremely important that each department to think through and develop their own approach to how they want to handle training.
Q13: We are a 2017 department and we have end users that we really want to start learning FI$Cal. Is it possible to have access to training sooner than a month or two before go live?	A13: We are looking into offering training to all users earlier than the month before. Currently, we have a staged release to training because we have to track metrics of certain users prior to system release to that department. We are re-evaluating that process.
Q14: When will the FTA course content be upgraded to the 9.2 version?	A14: We are in the process of updating now. We have created a priority list. We are starting with the key areas of functionality in terms of course updates. We have already uploaded some of the updated courses to reflect 9.2. This is will be an ongoing process of the coming months.

QUESTIONS AND ANSWERS

Q15: Recently, we (Cal Recycle) are not receiving emails. Can you explain? (Question from online)	A15: We are aware of the issue. In the last seven to 10 days, some users stopped receiving emails. We are investigating and working on a solution. For your awareness, whenever you send an email to FSC, you should receive an acknowledgement within two to four hours indicating that we have received your inquiry and have logged the item in our ticketing system. So if you are not getting that acknowledgement, please call us.
Q16: What if you have dual screens? (WEBX related)	A16: It depends on how your dual screens are set up. If you have it set up for split, we will see the split.
Q17: When the Run message comes up in WEBX, if your department doesn't allow you to execute because IT doesn't allow it, they won't know what to do.	A17: Please call us and let us know so we can provide you with a work around. If that doesn't work we can talk to your department's IT and ISO to see if they are willing to unblock or whitelist – so we can pursue options there.
Q18: I just want to confirm that statewide budget training is set to begin on July 12 – is that correct?	A18: Yes it is and we will follow up with a communication regarding that.
Q19: If we call FSC – do you have average hold times? How does that work if you are busy?	A19: Our SLA (service level agreement) is answer every call within 30 seconds. With a few exceptions, we are meeting that SLA. Right now, we have in-house staff during our prime business hours, which we consider 6am to 7pm. After hours it rolls to offshore support. We have had, on a few occasions, too many calls at once, in which case it rolls over to our offshore support. We are hiring more Level 1 staff. That is, people on the front line answering calls and emails initially. So, during a peak period, we do not roll over to offshore support. In no case should the phone ring for more than 30 seconds without an answer.
Q20: Just want to follow up on budget training – I thought that is was supposed to start on June 13 – it's July not June?	A20: Yes, it was originally supposed to start in June, but was rescheduled to start on July 12 instead.
Q21: On the FAQ page, there is very helpful information on the upgrade. Will you be updating that?	A21: Yes. The upgrade is in progress and more information will be coming out.
Q22: If I call FSC during peak time and it rolls offshore, will I still have the ability to use WEBX?	A22: Unfortunately, the answer is no not at this time and probably not in the future. The WEBX is meant for our Level 2 agents. We may share it with Level 1 agents in the future. If you open a ticket, request that you need to show us your screen because it is something complicated or hard to describe, then we can schedule a WEBX meeting.
Q23: Wave 1, Wave 2 and R16 are being engaged separately to bring them in for department transitional meetings. When will information be shared with statewide procurement users?	A23: The transition meetings are mainly for those departments that are using FI$Cal as their main system or implementing the system. For future release departments using statewide procurement, we are trying to minimize the outage window to avoid negative impact from lack of access. Both FI$Cal and DGS will be communicating information for these users and departments.

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QUESTIONS AND ANSWERS

Q24: SCO currently has a data financial layout which we upload daily transactions to SCO's FTP site. The file we place to the FTP site is a text file. Will FI$Cal have a replacement or will SCO continue to accept the text file? Dennis Miranda	A24: Once SCO goes live in July of 2017, there will be a number of processes and interfaces activities that will change. As we get closer, the SCO and FI$Cal will be communicating these changes.
Q25: 2018 Release – will there be a reference guide provided of current CALSTARS tables such as VE, IC, PA, with FI$Cal? Dennis Miranda	A25: The Department of Fiance has already published some cross-walk files between FI$Cal and CALSTARS. They have posted on their website. If those departments and information do not answer your questions, you can contact your DOF analysts and/or email the CMO Inbox.
Q26: As a buyer, I can't view the contract user instructions on e-procure. Michael Welch	A26: Your role mapping might not be correct or there may be an error. In either case, you should send an email to the FSC to log the ticket so that the Access Management team can help resolve the issue.
Q27: How do we indicate that a vendor is an exempt (non-profit) corporation? We would choose a vendor type "x" in CALSTARS, but we don't know how to select that option in FI$Cal. Dana Gutierrez	A27: I do not know that answer, but if you contact the FSC, our statewide procurement SMEs can assist.
Q28: My department, CALFIRE, is a 2018 release. Will the programmers still be available to make changes/modifications when we finally go live? Steven Reader	A28: I assume you mean the technical and business SMEs. Yes, we will have to continue to staff our project with knowledgeable resources to make improvements, continue to design and build, etc.
Q29: We have been having difficulty accessing a list of vendors who have viewed an IFB/Solicitation using the job aides. Is there another way to do it? Danielle Kraus	A29: I do not know that answer, but I encourage you contact the FSC, so that our statewide procurement SMEs can assist.
Q30: Please update the SWT presentation audio on FI$Cal website for 2016 department release. It keeps breaking up. Harini Kotagiri	A30: Thank you for notifying us. We will look into it. We have had some bandwidth problems streaming audio and video from our website.
Q31: How long does it take to get new employee access?	A31: Assuming that the form is submitted by a DAD, the form has no errors, and there are no separation of duty (SOD) conflicts, the fulfillment for access takes two to three days.

QUESTIONS AND ANSWERS

Q32: How will Wave 4 departments, future release departments, going to enter all transactions over a penny into the SCPRS part of FI$Cal? My concern is the actual P-Card transactions - there isn't a PO number associated with it in the start screen to enter SCPRS data – requires you to have a PO number. My department is concerned with integrity associated with the P-Card data transaction with a PO number that doesn't exist – and our understanding is that US Bank uploads everyday data to reconcile those payments. How are future departments going to address that issue?	A32: I do not know that answer, but I encourage you contact the FSC, so that our statewide procurement SMEs can assist.
Q33: So, PO's are required for P-Cards?	A33: Yes.