| | FI$CAL USER COMMUNITY FORUM |
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| | **DATE: WEDNESDAY, JUNE 15, 2016** |
| | **TIME: 1:00PM – 2:30PM** |
| | **LOCATION: DEPARTMENT OF HEALTH CARE SERVICES EAST END COMPLEX, 1500 CAPITOL AVENUE, SACRAMENTO, CA 95814** |
| | **ROOM: AUDITORIUM** |

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

## AGENDA TOPICS/MINUTES

| # | Topic<br>*[Brief description]* | Presenter<br>*[Name]* | Duration<br>*[Time in Min.]* |
|---|---|---|---|
| **1** | Introduction/Agenda/Project Update | Michael Muth | 13 Min |
| **2** | Role of the Super User/Tips & Tricks | Michael Muth | 17 Min |
| **3** | What We've Heard From You/Close | Wes Riley | 30 Min |

## QUESTIONS AND ANSWERS

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| Q1: I know with the transition of the old FI$Cal data base for the small businesses and the DVBE's – that transition happened in the December/January time frame. I still see some issues – some of the data didn't transfer over – I report those and it is being fixed. When you talk about this next conversion, will that improve things, or will that cause additional delays in getting the issues that have not been resolved fixed? | A1: It shouldn't cause additional delays. The conversions that I speak of are for onboarding departments – the 2016 departments. They have data in their legacy applications that we need to convert into FI$Cal. So when I referenced conversion data, that's what I meant. In terms of your issue, hopefully all of those have been logged, and Wes and his team are actively working those and ensuring that whatever conversion fallouts or whatever didn't transfer are being resolved. |
| Q2: I am trying to help 44 projects find disabled vendors to be their sub-contractors. So I'm identifying many times the CSLB license number or the type of licenses – I'm identifying quite a few bits of information that are in the certification records but they're not showing up when I do my search inquiry. | A2: Please notify FSC so that our vendor management and procurement subject matter experts can investigate and help resolve the issue. |
| Q3: Does the new process over complicate the old process? I'm speaking about statewide procurement. | A3: I can't speak specifically to statewide procurement because that is not my area, but I can speak more broadly. FI$Cal is a system that provides much more detail and with that detail there are going to be more steps and processes. So, yes, it will have its complexities. Likewise, there are a number of functions that you will be able to perform that you are not able to in your current legacy environment. |
| Q4: Can WEBX be initiated by the customer? | A4: No. The FSC staff member has to initiate the meetings because of licensing. However, it can be quickly initiated by us. Call us and we will initiate a meeting or appointment. |

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## QUESTIONS AND ANSWERS

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|---|---|
| Q5: Is there IM (instance messager) capabilities with FSC? | A5: Unfortunately no, but that would be a great feature. There are currently three ways to get in touch with us 24/7, which is by phone, email, or through the web form. If you have a time sensitive issue, the best thing to do is call or email and you can request WEBX right away. We will do our best to accommodate you. In the future, there might be IM chat capabilities, but we do not have that feature now. |