More on the Way  SCO/STO Release

A message from Miriam Barcellona Ingenito, Director, FI$Cal

The October release of SCO/STO Milestone 2 marked a key breakthrough that will help users by automating some of the procedures for deposits and remittances. It integrates control functions from the State Controller’s Office and the State Treasurer’s Office directly into the FI$Cal system.

With this release, deposits can now be entered straight into the system, where they will record, generate and print. Agency remittances are now entered as customer payments and/or direct journals.

Benefits to the departments with this Milestone 2 release include:

New Dashboard on ServiceNow

Departmental Authorities can now view the status of their own department’s tickets on a new dashboard in ServiceNow - FI$Cal’s self-service portal to make a request or report an issue.

When logged into ServiceNow, Departmental Authorities can click on the “Report” link in the upper right of the screen to view a customized dashboard that features their department’s tickets by month, module and status.

The Departmental Dashboard allows authorized users to view high level summaries as well as individual ticket detail. The Dashboard also provides the ability to add comments to open tickets.

Departmental Authorities can authorize additional end users in their department to view the Departmental Dashboard by making an email request to the FI$Cal Service Center. If you are a Departmental Authority, take a look at the new dashboard feature in ServiceNow.

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Ongoing Training Available Through University of FI$Cal

University of FI$Cal (UF) is a learning management system that offers ongoing end-user training in the FI$Cal system as well as a progressive certification program in eight modules of functionality.

**UF provides many resources in one location, including:**
- Instructor-led and web-based course information and curriculum
- User Productivity Kit job aids that outline step-by-step instructions for completing FI$Cal transactions
- Training history
- Course evaluations

The progressive certification program allows FI$Cal end users to expand their knowledge and skill base through three levels of training. Bronze and Silver levels are available now, and Gold is coming in 2019. The certification program can serve as a workforce-planning tool by aligning an organization’s strategic goals to relevant training resources.

End users can sign up on the UF Training Update Subscription List to receive emails when training courses are revised or added.

If you have any questions regarding UF training or the certification program please contact fiscal.cmo@fiscal.ca.gov.

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Southern California User Support Labs

FI$Cal’s first User Support Lab (USL) road trip helped southland end users solve transaction issues. The USLs were held at the CalTrans building in Los Angeles on October 11 and 12.

“I just wanted to say thank you for allowing your expert staff to come down to Los Angeles on October 12 to provide us some one-on-one training. The entire team was very knowledgeable and helpful.”

Maybel Manlagnit
Accounting Administrator II
Department of State Hospitals – Metropolitan

“I want to express my gratitude for offering the training session on October 11. First and foremost the instructors were extremely patient and knowledgeable. All were eager to assist and ensured that my staff and I had a clear understanding of what we all were seeking assistance with.”

Dana Dominguez
Business Services Officer I, Supervisor
California School for the Deaf, Riverside.

New How-To Videos

FI$Cal offers how-to videos on our YouTube page to help answer commonly asked questions. Our most recent videos include:
- October 3, 2018 SCO/STO Milestone 2 Townhall meeting
- October 10, 2018 SCO/STO Milestone 2 Townhall meeting
- Milestone 2 Telestration
- October, 18, 2018 Open FI$Cal – Transparency Data Review Webcast

Subscribe to our YouTube page and be sure to click the bell icon to receive alerts for instant access to our how-to videos as soon as we post them.
End User Spotlight

Each month we ask an end user a question to get to know you better.

Miriam Lopez is a contracts analyst in the Department of Education’s (CDE) Contracts Office. Miriam uses FISCal for contract shells and purchase orders. She has worked for CDE for nearly 10 years.

Q: What is your favorite event that you do with your work team?
A: “My favorite event with my team is our holiday party. I would say it has shaped our relationships in a positive way. It’s provided an environment where you can really get to know each other without the stress or pressure of work.”

Reminder: You Can Reset Your Password

Current end users can eliminate unnecessary system lockout delays byResetting passwords instantly from the Access FISCal login page. If you continue to experience difficulty resetting your password, the FISCal Service Center (FSC) is available to help.

Note: End users logging into the system for the first time who are having difficulty with their passwords should call the FSC immediately for assistance.

The FSC is available to assist all end users at 1-855-FISCAL0 (1-855-347-2250) or fiscalservicecenter@fiscal.ca.gov

New Job Aids Search

Job aids are easier to find, sort and filter on the new job aids page located under User Support at fiscal.ca.gov. You can also reach the job aids page by clicking on the job aids icon from the home page. While on the job aids page, end users can click on a specific job aid category in the category column, or filter from the category box on the top left of the list. End users can also search by keyword in the search box. Interested in specific job aid topics? Sign up for our subscription list and receive notification when new job aids are published in any or all categories.
Updated FI$Cal Job Aids

<table>
<thead>
<tr>
<th>Module</th>
<th>Job Aid Title</th>
<th>Job Aid Description</th>
<th>Date Published</th>
</tr>
</thead>
<tbody>
<tr>
<td>Accounts Receivable</td>
<td>SCO Approval of AR Deposits-Remittances</td>
<td>This supplemental job aid outlines the cases and exceptions for when the Department BI/AR Approvers are required to workflow payment/remittance AR accounting information to SCO.</td>
<td>09/26/2018</td>
</tr>
<tr>
<td>All Modules</td>
<td>Common Errors Q&amp;A</td>
<td>Provide a FAQ guide for quick answers to common questions. The document details a listing of common errors experienced by existing FI$Cal users.</td>
<td>09/27/2018</td>
</tr>
<tr>
<td>Accounts Payable</td>
<td>Create a Confidential Voucher</td>
<td>Provides Department AP Processors with the instructions on how to create a voucher that includes confidential attachments.</td>
<td>10/01/2018</td>
</tr>
<tr>
<td>Accounts Payable</td>
<td>AP Reports within the FI$Cal System 3.0</td>
<td>AP Report ID Matrix</td>
<td>10/05/2018</td>
</tr>
<tr>
<td>Accounts Receivable</td>
<td>Create a Standard Deposit Slip</td>
<td>Provides Departmental Deposit Slip Processors with the instructions for creating standard deposit slips.</td>
<td>10/08/2018</td>
</tr>
<tr>
<td>Purchasing</td>
<td>SCPRS Change Order History</td>
<td>Provides the instructions for using SCPRS Change Order History Page.</td>
<td>10/11/2018</td>
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- A paperless deposit system
- The ability to reconcile deposits within the FI$Cal system
- In time, improved ability to get same-day credit for deposits

While Milestone 2 was an important release, more key SCO/STO functionality is coming in December. That’s when SCO’s legacy system will begin to be integrated into FI$Cal system, easing claims processing, journal workflow and journal vouchers.

This integration will require new roles for some users and change processes for claims, journal edit, post and workflow, as well as journal voucher changes. The new functionality will improve business processes and reduce the need for dual entries. It will also require changes to FI$Cal end-user roles.

A workshop has been set up for November 7 at FI$Cal to inform department liaisons, accounting super users, business liaisons and affected end users about the impacts coming from these changes. An invitation recently was sent out and I encourage you to attend the workshop, which will also be available on webcast.

Trust

Commitment to building and maintaining the confidence of our clients, stakeholders, and the public.

We strive to build and maintain stakeholder confidence by providing transparency to the public that we serve.

Upcoming Events

End User Community Forum
November 28, 2018
1:30 pm to 3:00 pm

DOF Deadlines for Accounting MEC in Budget Letter 18-30

Check out the FI$Cal Calendar for more events