It’s hard to think of anything we do today — at home or at work — that is done exactly the same as it was 30 years ago. Technology has changed the way we pay bills and listen to music, and digital communications have largely replaced letters and memos. FI$Cal gives us an opportunity to change and improve decades-old statewide and departmental procedures.

Our 2018 Release end users are currently steeped in Business Process Re-engineering tasks. This involves documenting the way each department handles every imaginable transaction pre-FI$Cal, and analyzing what will make sense when the department enters the system. It is demanding work, and we understand if once in a while you think, “If it ain’t broke, why am I fixing it?”

Click to continue reading on Page 4

CHP Makes FI$Cal a Priority

The California Highway Patrol (CHP) is a large department with over 11,000 employees and a budget of approximately $2.5 billion. The CHP is decentralized, with more than 103 Area offices and nine Field Divisions throughout California. Despite its size, the Acting Commissioner of the CHP, Warren Stanley, has made FI$Cal a priority throughout this geographically diverse department.

The CHP is one of more than 60 departments scheduled to come onboard in July 2018.

Pictured, left to right: Angelique Rust, Rebecca Metz and Tamara Baker.
Validation in Full Swing

Department Configuration and Role Validation is in full swing! The 2018 Release departments are benefiting from the onboarding experience of departments that have already entered the system.

We learned from previous releases that the best way to make sure a department’s business processes function properly in the system is “hands on keys” using department-specific data and configurations. Previous release end users relied on screen shots or generic environments with a limited relationship to their department configuration. They also waited to validate data until right before Go Live.

This year, our 2018 Release end users worked hard up front to get their configurations to FI$Cal, so they can begin validation much earlier. This will allow departments to make adjustments in configuration and roles for many months before cutover. Super Users from our 2018 Release departments can make the most of the process by completing training before they come to FI$Cal for validation. Training helps users understand the basic transactions, so when they arrive, they can effectively evaluate the accuracy of data that’s in the system. FI$Cal has provided a matrix of training specific to Department Configuration and Role Validation. To gain access to the University of FI$Cal, Training Liaisons from 2018 Release departments can use the UF New Account Request form located on the University of FI$Cal web page.

We look forward to working with our Super Users to validate data through the winter.

2018 Release Resources

As 2018 Release departments prepare to join the FI$Cal system, end users should check the 2018 Release resources page on the FI$Cal website for valuable onboarding information.

On the page, end users can find the most up to date Master Department Workplan (updated weekly), workshop presentations, reference documents on FI$Cal business processes, role mapping and more.

Please check the page regularly for updates. We will be adding new content to the page regularly as we work toward the 2018 Go Live.

End User Spotlight

Each month we ask a question to get to know our department end users.

Gordon Oakley is Deputy Division Chief of the Facilities Development Division at the Office of Statewide Health Planning and Development (OSHPD) in Los Angeles. He has been working at OSHPD for 23 years. Gordon and his staff will be using the FI$Cal system for bids, quotes from vendors, approving requisitions, and for small contracts less than $15,000. They will also use the FI$Cal system to verify that their Small Business and Disabled Veteran Business Enterprise company qualifications are up to date.

Q: Where do you see yourself in 5 years?

A: I’ll be returning to the field as a field supervisor. I’m trying to get the people that work with me trained-up on the FI$Cal system so they can do it on their own. I’m taking the classes to make sure the knowledge is imparted and we’re not left behind. Listening and paying attention is important through this process. This is a change from something we’ve done in the past and done on paper. Now it’s time for us to get into the 21st century, take advantage of technology and get on one system.
The department is fortunate to have several team members who have experience with FI$Cal implementations. Three of which are, Becky Metz, the Commander of the Fiscal Management Section, Angelique Rust, the FI$Cal Analyst, and Tamara Baker the Fund Accounting Manager. “The accelerated pace of implementation for the 2018 Release departments is a challenge; however, we appreciate the benefits of having the testing environment available early. It will allow us more time to practice and validate our processes in the system,” said Becky.

“The Chart of Accounts (COA) is key to the success of the implementation. Everything builds off them. Our COA design will meet all of our departmental reporting needs. The COA chart field values will be utilized in our configuration designs, and our legacy documents will be crosswalked into FI$Cal using them. Our thoughtfully designed COA chart field values will be used in our FI$Cal tasks to ensure they will be completed using meaningful and accurate information. Our goal is to have our production environment in FI$Cal clean and set up accurately for a smooth Go Live,” said Angelique.

The CHP has conducted multiple COA training sessions for their accounting and procurement staff. They have designed an implementation training team with three or more staff per module. During the internal

“Implementation Team Kickoff” meeting, team member roles, expectations, and FI$Cal resources were discussed. Team members were strategically selected to include staff who process the day-to-day financial activities. These key staff members are learning the functionality of their assigned FI$Cal module, analyzing how the current business processes of the CHP will be completed in FI$Cal, and messaging this information back to their peers. To support these training efforts, the CHP has converted a large conference room into a FI$Cal training lab. It has 24 laptops and two 60-inch monitors used to facilitate formal classroom training.

The CHP has created two implementation teams; the FI$Cal Design Team and the FI$Cal Training Team. “Having two implementation teams will prepare us for a successful Go Live. We should have a system configured accurately, and trained staff that are confident and ready to start entering into the properly designed system,” said Becky.

“The staff is excited and motivated to be on the CHP team! They realize this is a once in a lifetime experience and will probably never be a part of a project of this size and scale again in their state career. Leadership and management staff have advocated this change since the beginning, and have supported our efforts to proactively prepare,” said Becky.

Remember to Turn in Your Acceptable Use Agreement

All current authorized users of the FI$Cal System must complete and send in a FI$Cal Acceptable Use Agreement.

The agreement form, which was sent out via email on Sept. 5, provides important documentation to substantiate that FI$Cal and its customers are in compliance with SAM Section 5320.4 and NIST 800-53 policies which address personnel security.

Email copies of the scanned agreement to FI$Cal’s Enterprise Security Services.

Hard copies agreements can be sent via USPS to:

Department of FI$Cal
ATTN: Enterprise Security Services
2000 Evergreen St.
Sacramento, CA 95815

We expect to have a fully electronic agreement process next year.

If you have any questions regarding the Acceptable Use Agreement, please email FI$Cal’s Enterprise Security Services.
## Updated FI$Cal Job Aids

<table>
<thead>
<tr>
<th>Module</th>
<th>Job Aid Title</th>
<th>Job Aid Brief Description</th>
<th>Date Published</th>
</tr>
</thead>
<tbody>
<tr>
<td>Accounts Payable</td>
<td><strong>Journal Voucher Spreadsheet</strong> <strong>Upload Job Aid 3.0</strong></td>
<td>Provides Department AP Processors with the instructions to download the template, set up the Journal Voucher spreadsheet and upload the spreadsheet in FI$Cal.</td>
<td>10/19/2017</td>
</tr>
<tr>
<td>Accounts Payable</td>
<td><strong>Inserting FI$Cal Chartfield Values into CalATERS 2.0</strong></td>
<td>Provides instructions for: 1. Guide CalATERS users how to include FI$Cal Chartfield values when applying Specialized Account Coding to a CalATERS expense claim. 2. Guide Department AP Maintainers how to create SpeedCharts for use with CalATERS transactions.</td>
<td>10/13/2017</td>
</tr>
<tr>
<td>Project Costing</td>
<td><strong>Adding the Statewide Emergency Attributes to a Project 2.0</strong></td>
<td>Provides the instructions for adding the Statewide Emergency Attributes to Projects.</td>
<td>10/18/2017</td>
</tr>
<tr>
<td>Project Costing</td>
<td><strong>Adding Source, Category, and SubCategory Chartfields 1.0</strong></td>
<td>Provides the instructions on how to add Source Type, Category and Subcategory.</td>
<td>10/18/2017</td>
</tr>
<tr>
<td>Project Costing</td>
<td><strong>Create Project Custom Attributes and Associating the Attribute to a Project 1.0</strong></td>
<td>Provides the instructions for Creating Project Custom Attributes and associating the attributes to a Project.</td>
<td>10/18/2017</td>
</tr>
<tr>
<td>Project Costing</td>
<td><strong>Adding the Statewide Emergency Attributes to a Project 2.0</strong></td>
<td>Provides the instructions for adding the Statewide Emergency Attributes to Projects.</td>
<td>10/18/2017</td>
</tr>
<tr>
<td>Procurement</td>
<td><strong>PO Reports Within the FI$Cal System 4.0</strong></td>
<td>PO Report ID Matrix</td>
<td>10/9/2017</td>
</tr>
<tr>
<td>Procurement</td>
<td><strong>Closing a Purchase Order (PO) to Release Encumbrance Balances 2.0</strong></td>
<td>Provide Department Buyers with instructions on how to close qualifying Purchase Orders that no longer need to be modified through the Buyer’s WorkBench to release encumbrance balances.</td>
<td>10/31/2017</td>
</tr>
<tr>
<td>Procurement</td>
<td><strong>Returning Items with Restocking Fee 2.0</strong></td>
<td>Provide instructions on how to enter the restocking fee that may apply to an RTV if the product is no longer wanted after it has been delivered.</td>
<td>10/25/2017</td>
</tr>
</tbody>
</table>

### Find the Opportunity in Business Process Re-Engineering

*Continued from Page 1*

Entering FI$Cal offers a tremendous opportunity to rethink the way you do business, and embrace the efficiency that comes with this integrated system. For example, a department may have 20 regional offices and 20 procurement shops with 20 different processes to pay an invoice. FI$Cal offers one way to pay an invoice. What will be the most efficient way to handle purchases going forward? Now is the time to ask the questions, analyze the process, and make the best choices that will make transacting in FI$Cal work for your department.

Existing in this modern world has made all of us experts in adapting to change. In my lifetime, we’ve gone from rotary dial telephones to touch-tone phones, cordless phones, pagers, flip-mobile phones, smart phones, smart watches, and countless software updates that bring their own growing pains.

The 2018 end users are currently validating their data that was uploaded in October, and in the coming months they will document their “to be” business processes so they can adapt current processes to FI$Cal. We will work with you through Business Process Re-engineering so you can have the opportunity to transact as efficiently and effectively as possible in FI$Cal. In order for us to continually improve, your input is critical.
FI$Cal Service Center Reminders

Providing our clients with excellent customer service and making sure your system issues are being resolved as quickly as possible is important to FI$Cal. To get the most out of working with the FI$Cal Service Center (FSC), it is important to remember the following tips:

- Check to see if there is a job aid that can provide you with step-by-step instructions on how to complete specific transactions in FI$Cal.
- Review our self-help videos to see if there is one that can help walk you through how to resolve the issue, for example, how to reset a password.
- Before contacting the FSC, get in touch with the department Super User. Super Users have advanced training in many areas of functionality as well as expertise in their departments’ business processes. The Super User may be able to solve the problem without the need for a ticket.

If you are still unable to resolve your issue, FSC Level 1 (L1) representatives are ready to help.

Our L1 representatives are the main point of contact for new issues and tickets, provide the initial response to phone calls and emails, perform first level troubleshooting and incident resolution, and if unable to resolve the issue, prioritize incidents and route them to the appropriate module for further evaluation.

When incidents need escalating, L1 representatives refer them to L1 managers Natalie Munson and Traci Vanoncini for review and assistance. In the event an incident needs further escalation, FSC managers Maureen Rielley and Blanca Mendoza are notified so they can bring in assistance from other parts of FI$Cal to help resolve the incident.

Our L1 team looks forward to assisting our end users and making your FSC experience as seamless as possible.

You can contact the FSC toll-free at (855) FISCAL0 (347-2250) or fiscalservicecenter@fiscal.ca.gov

FI$Cal Frequently Asked Questions

**What role is responsible for adding/maintaining a cardholder profile in FI$Cal?**

The P-Card Maintainer role is responsible for adding/maintaining cardholder information.

**When using a regular voucher for a salary advance to the employee, what field must be used to link the salary to the employee?**

The ChartField value called “Open Item Key” must be used to link the salary advance to the employee.

**UPCOMING FORUM:**

**Monthly FI$Cal User Community Forum**

*Wednesday, Nov. 29, 2017*

Department of Consumer Affairs
2005 Evergreen Street
Sacramento, CA 95815

Emerald Room
(across the street from the FI$Cal building)

For more information, please visit the FI$Cal website.
Get to Know FI$Cal Staff – Tracy Jesson

Tracy Jesson has been with FI$Cal for one year as an Associate Information Systems Analyst in the Service Center and Portfolio Management Division (SCPMD). She works on Risk and Issue Management and Operations Decision Making Framework issues. In her free time, to unwind from all the analysis she does on the job, Tracy likes to sew. Tracy's latest project is sewing dresses for an organization called Dress a Girl Around the World. Through the efforts of volunteers like Tracy, dresses are sent to girls in need in the United States and around the world.

Tracy, who has also sewn blankets for the Wounded Warrior Project, initially got involved with the Dress a Girl organization through her sister-in-law. Tracy has been volunteering almost two years. “I’ve been sewing since I was a teenager, and while I enjoy using my skills to make items for myself, I also enjoy using those skills to help others,” Tracy said.

It usually takes Tracy about two hours, including ironing, to make a dress kit. In a typical month, she makes about five dresses. When her dresses are complete, Tracy sends them to the Northern California chapter of Dress a Girl for distribution. In June, the Northern California chapter sent 200 dresses of all sizes to Zambia, Africa.

“It’s such a rewarding experience,” Tracy said. “I get to sew, which is something I love doing, and the dresses I make go to a good cause.”

Tracy's philanthropy has been rubbing off on her FI$Cal co-workers. Debbie Poole, who works with Tracy in SCPMD, recently started making dresses for Dress a Girl with members of her church.

Tracy said, “I’m happy that sharing my love for sewing and giving back encouraged one of my co-workers who also likes to sew to get involved. It’s important to help out any way that you can.”

Tracy Jesson with one of the dresses she made.