

# State of California



**FI\$Cal Customer Impact Committee  
Version 5.3**

**December 2017**

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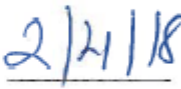
## Document Revision History

Date	Version	Last Updated By	Status/Comments	Approved By
06/10/10	1.0	Project Staff	April 2010 Version	Fred Klass, Chair FI\$Cal Steering Committee
7/10/12	1.1	Kelly Holtz	Updated prior to Design, Development, and Implementation Phase	CIC
7/27/12	1.2	Kelly Holtz	Changed California Human Resources to California Department of Human Resources	Susan Barnes/CIC
8/1/12	1.3	Kelly Holtz	Changed Chair/Vice Chair from voting member to participant of the Change Control Board	Project Executive
9/4/12	1.4	Kelly Holtz	Incorporated Feedback	Partner Business Executives
3/20/13	2.0		Approved by Steering Committee	Jill O'Connell and Todd Jerue
11/21/13	3.0	Kelly Holtz	Updated to increase membership to all departments	Jill O'Connell and Todd Jerue
10/14	4.0	Kelly Holtz	Increase CIC Project Involvement	Project Executive
2/16	5.0	Lisa Gray Kelly Holtz	Revamp of CIC and update Charter	Executive Partner/Department Director and Project Director/Chief Deputy Director
4/16	5.1	Lisa Gray	Updated after Partner Business Executive Comments	Executive Partner/Department Director and Project Director/Chief
7/14/16	5.2	Myra Yeung	On 7/11/16, Committee decided to expand CIC member list to include the CA Military Dept. and Dept. of Corrections and Rehabilitation	
12/19/17	5.3	Shanda Chaudhry	Incorporated updates to Charter	FI\$Cal Director, Project Director/Chief Deputy and CIC Chair



## Approval of the Customer Impact Committee Charter Amendments

Approved by the Customer Impact Committee (CIC), by consensus decision, at the FI\$Cal CIC meeting held on: February 5, 2018.

  
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Robert Spano, CIC Chair  
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Date  
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Neeraj Chauhan, CIC Sponsor  
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Date  
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Miriam Barcelona Ingenito, Department Director  
FI\$Cal  
\_\_\_\_\_  
Date

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## **1.0 Background**

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The Financial Information System for California (FI\$Cal) began as a business transformation project in 2005, and was formalized with a Memorandum of Understanding (MOU) signed in 2007 by the State Controller, the State Treasurer, and the Directors of Departments of Finance and General Services. Chapter 31, Statutes of 2016 (Senate Bill 836, Committee on Budget and Fiscal Review) established the Department of FI\$Cal.

FI\$Cal is one of the largest and most dynamic information technology (IT) undertakings by state government in California. FI\$Cal enables the state to combine accounting, budgeting, cash management, and procurement operations into a single financial management system. This undertaking involves technical challenges of unifying different functions of over 2,500 legacy systems and processes that include everything from mainframes to desktop spreadsheets.

FI\$Cal provides more standardization, transparency, discipline, effectiveness, and efficiency for the state's business processes. Upon full implementation, more than 160 state entities and about 15,000 state employees will use FI\$Cal in some capacity to conduct financial business for California.

This document is the Charter for the statewide Customer Impact Committee (CIC) of FI\$Cal. The CIC serves as a formal mechanism for agencies/state entities to provide their input to the Department of FI\$Cal and the FI\$Cal Steering Committee. The original Charter was dated April 2010, and approved June 10, 2010.

## **2.0 Purpose**

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The CIC partners with FI\$Cal as a leadership group to provide a formal mechanism for agencies/state entities to express their views and concerns at the executive level to FI\$Cal management and the FI\$Cal Steering Committee.

Through the CIC Chair or Vice Chair, the CIC participates in the FI\$Cal Steering Committee to represent agencies/state entities' needs during the entire life cycle of the FI\$Cal System, including System Operations and Maintenance.

### **3.0 Committee Responsibility**

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Members of the CIC are responsible for:

- Recommending a Chair and electing a Vice Chair
- Participating in monthly CIC meetings
- Suggesting agenda items for CIC meetings
- Making requests for ad hoc or special CIC meetings
- Participating in discussions regarding:
  - New system functionality
  - Onboarding of additional departments
  - Communication needs/improvements
  - Proposed changes/improvements to the system
  - Determining the priority of system improvements and new functionality
- Conducting surveys, as warranted
- Attending monthly FI\$Cal User Community Forums
- Developing recommendations to the FI\$Cal Director and Project Director/Chief Deputy Director
- Providing pertinent feedback from their agency/state entity
- Participating in workgroups, as assigned

### **4.0 Membership**

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Permanent CIC membership is made up of representatives from:

- Business, Consumer Services, and Housing Agency
- California Military Department
- Department of Corrections and Rehabilitation
- Department of Education
- Department of Food and Agriculture
- Department of Insurance
- Department of Veterans Affairs
- Environmental Protection Agency
- Government Operations Agency
- Health and Human Services Agency
- Labor and Workforce Development Agency
- Natural Resources Agency
- Transportation Agency

The CIC requires active and consistent participation from members who are committed to

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improving the financial management of the state of California. Members will represent their agency/state entities and will comply with the CIC Charter.

#### **4.1 Membership Level**

One member representative from each agency/state entity is encouraged to participate, see listing in [section 4.0](#) of this document. This participation should be at the Chief Information Officer, Deputy Director of Administration, or equivalent, level.

## **5.0 Officers and Records**

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### **5.1 Sponsor**

The FI\$Cal Project Director/Chief Deputy Director is the CIC Sponsor. The CIC Sponsor, is committed to the success of the CIC. The CIC Sponsor will:

- Provide sponsorship and support for the CIC
- Provide advice and information to the CIC as requested
- Provide the CIC with support resources as necessary

### **5.2 Chair**

The CIC Chair will be appointed by the CIC Sponsor and will serve a term of one (1) year.

The Chair will:

- Facilitate all monthly, special, or ad hoc CIC meetings
- Facilitate open discussions among members
- Work with the FI\$Cal External Affairs Office, to oversee:
  - Meeting coordination (date/time/location)
  - Creation and distribution of the CIC meeting agendas, in advance of the meetings
  - Creation and distribution of the CIC meeting minutes
  - Responses to requests for information
- Monitor and facilitate resolution of all CIC action items
- Form workgroups, as warranted
- Monitor and report on the progress of workgroups

- Communicate closely with current implementing state entities to gain necessary insight for representation at FI\$Cal Steering Committee meetings
- Represent implementing state entities as a voting member of the FI\$Cal Steering Committee
- May elevate issues, risks, obstacles, concerns, and recommendations that arise from the CIC to the FI\$Cal Director and/or Steering Committee
- Request resources as necessary for the CIC

### **5.3 Vice Chair**

The CIC Vice Chair will be elected by a majority of the CIC members and will serve a term of one (1) year.

The Vice Chair will:

- Serve as the CIC Chair in the event the Chair is unavailable
- Collaborate with the Chair to create CIC meeting agenda items
- Coordinate work efforts as assigned by the Chair

### **5.4 Staff Support**

The FI\$Cal External Affairs Office will provide staff to:

- Coordinate the CIC meetings – date/time/location
- Create and distribute CIC meeting agendas, in advance of the meetings
- Create, publish, and distribute CIC meeting minutes and work products, including recommendations, decisions, and action items
- Manage and maintain all CIC documentation
- Document and publish CIC member roster
- Work with the CIC Chair to provide information when requested

## **6.0 Consensus Decision Making**

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While the CIC is primarily a customer representation body, voting may become necessary to validate consensus. Each agency/entity active in the CIC will carry one (1) vote.

The consensus decision model will be followed by the CIC for decision making and issue resolution. Items or issues that require decisions are brought forth and discussed in a manner



that allows all CIC members to voice their thoughts, reactions, ideas, and concerns. A proposal will be put forward that incorporates the various viewpoints. Following the discussion and proposal, the item/issue will be tested for consensus across the group. This involves determining who agrees, who is willing to stand aside and support, or who does not agree with (blocks) the proposal. The decision rule for the CIC is unanimous consent, meaning no one blocks the proposal/decision. If a consensus cannot be reached, the item/issue will be escalated to the FI\$Cal Steering Committee by the CIC Chair.

## **7.0 Meetings**

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### **7.1 Regular Meetings**

The CIC will meet bi-monthly. However, at any given time, the frequency and the duration of the meeting may be adjusted at the discretion of the CIC Chair.

### **7.2 Special and Ad Hoc Meetings**

The CIC may hold special or ad hoc meetings upon the call of the Chair.

## **8.0 Action without a Meeting**

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Action(s) of the CIC may be taken without a meeting if the action(s) are approved unanimously by all voting representatives. The action(s) will be evidenced by one or more written consents, whether executed manually or electronically.

## **9.0 Addressing the CIC**

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State agency/entity staff wishing to address the CIC should submit a written request to the Vice Chair at least ten (10) days in advance of the CIC meeting. Although not required, agency/entity staff are encouraged to coordinate this effort through their Departmental Liaison. The CIC Vice Chair will present the request to the CIC Chair who will evaluate the request for presentation to the CIC meeting. If deemed appropriate, the Vice Chair will coordinate the requestor's participation in the CIC meeting.

## **10.0 Authority**

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Unless otherwise specifically delegated by appropriate resolution or policy of the FI\$Cal Steering Committee, authority to act on all matters, once they are presented to the FI\$Cal Steering Committee, is reserved to the FI\$Cal Steering Committee. The duty of the CIC Chair will be to consider and to report or recommend to the FI\$Cal Steering Committee on matters deemed

appropriate and relevant by the CIC. In cases where specific power or authority is granted, a report of final action by the CIC will be made at the next regular meeting of the FI\$Cal Steering Committee and, if required, will be confirmed and approved by the FI\$Cal Steering Committee at that time. The FI\$Cal Director and/or CIC Sponsor will establish the procedures for promulgating CIC decisions and resolutions.

## **11.0 Amendments to the Charter**

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This Charter may be amended as deemed necessary by the FI\$Cal Director, CIC Sponsor, or the CIC Chair. Any requests to modify this Charter by CIC members must be submitted in writing to the CIC Chair. All Charter amendments must be submitted for approval to the FI\$Cal Director.