



# Department of FISCAL Annual Status Report to the Legislature for 2023-2024

Released October 2024

In Partnership with:  
Department of Finance  
Department of General Services  
State Controller's Office  
State Treasurer's Office

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## SIGNATURE PAGE

Department of FISCal leadership approval/concurrence:

A handwritten signature in blue ink, appearing to read "Jennifer Maguire". The signature is fluid and cursive, with a large initial "J" and "M".

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**Jennifer Maguire**

Director, Department of FISCal

## Legislative Mandate (LM)

As written in [Government Code Section 11864](#) the Department of FISCAL is required to submit a report on or before October 31, 2023, and annually thereafter on or before October 31, to the Legislature, on all of the following:

- 1) An executive summary and overview of the system's status.
- 2) An overview of the system's history.
- 3) Significant events of the system within the current reporting period.
- 4) An overview of change management activities and stakeholder engagement for any new departments onboarding to the system.
- 5) A discussion of lessons learned and best practices that will be incorporated into future changes in the management of the system.
- 6) A description of any significant software customization, including the reason for the customization, if any customization was granted.
- 7) The date on which state departments and agencies submit year-end reports to the Controller.
- 8) The number of trainings held at the department and a list of state departments and agencies participating in these trainings.
- 9) The number and length of unplanned outages that occurred during normal business hours.
- 10) The number of requests for changes to the system by entities that reported concerns with using the system to meet federal requirements and descriptions of the department's efforts to resolve those concerns.
- 11) The recommendations from evaluations performed pursuant to subdivisions (a) and (c) of [Section 11868](#).

In addition, commencing October 31, 2023, and biennially thereafter, the department shall report on the status of planning for roadmap activities, as described in [Section 11865](#), including any expenditures made with funds provided by the Department of Finance and the Legislature to support "roadmap" activities pursuant to items 8880-001-0001 and 8880-001-9740 of the annual Budget Act. The roadmap activities are defined as follows:

- a) Ensure the system is technically optimized and secure based on infrastructure, platform, and software industry best practices, whether on-premise technologies, cloud-hosted technologies, or a combination thereof are used.
- b) Onboard the remaining deferred departments by July 1, 2032, and be sufficiently staffed to provide ongoing support and assistance to end users.
- c) Ensure the integrity and security of the state's financial data.
- d) Support the transition of the state's accounting book of record from the Controller's legacy systems to the system pursuant to subdivision (c) of Section 11860, including validation work related to the annual comprehensive financial report issued pursuant to Section 12460.

- e) Work with partner agencies to identify and implement additional products, interfaces, and add-ons to the system to enhance business transactions.
- f) Continue to enhance, upgrade, and manage the system to ensure efficient and relevant alignment with the state's financial management processes.

This report represents the ninth submission of the Annual Status Report to the Legislature.

## 1. An Executive Summary and Overview of the System's Status (LM #1)

The Department of FISCAL's (FI\$Cal) 2023-2024 Annual Status Report to the Legislature covers the period from July 1, 2023 through June 30, 2024.

FI\$Cal's core mission is to operate the FI\$Cal system, the statewide financial management system that enables California state entities to perform budgeting, procurement, cash management and accounting functions transparently and efficiently. The FI\$Cal system is among the largest financial public sector information technology systems in the world, replacing hundreds of legacy systems statewide. Enormously complex by its very nature, there are currently 147 departments and approximately 15,000 end users using the system, processing \$435 billion in expenditures in the fiscal year 2023-2024. The State Treasurer's Office (STO) system functionality handled in excess of \$3 trillion in state government banking transactions this past fiscal year. Departments are paying their bills and balancing their budgets every day using the FI\$Cal system.

During the reporting period of this Annual Status Report to the Legislature, FI\$Cal released 144 enhancements to improve user experience and customer service, continually adding innovation to the system. Many of the enhancements were the direct result of interactive engagement with FI\$Cal end users.

We automated the monthly closing periods for statewide assessments, a process that was previously conducted manually. This automation ensures the process runs consistently each month.

We also improved the Fund Reconciliation Report to assist departments with the reconciliation process. This improvement helps departments be more efficient with reconciliations and assists with the identification of differences that need to be corrected prior to year end.

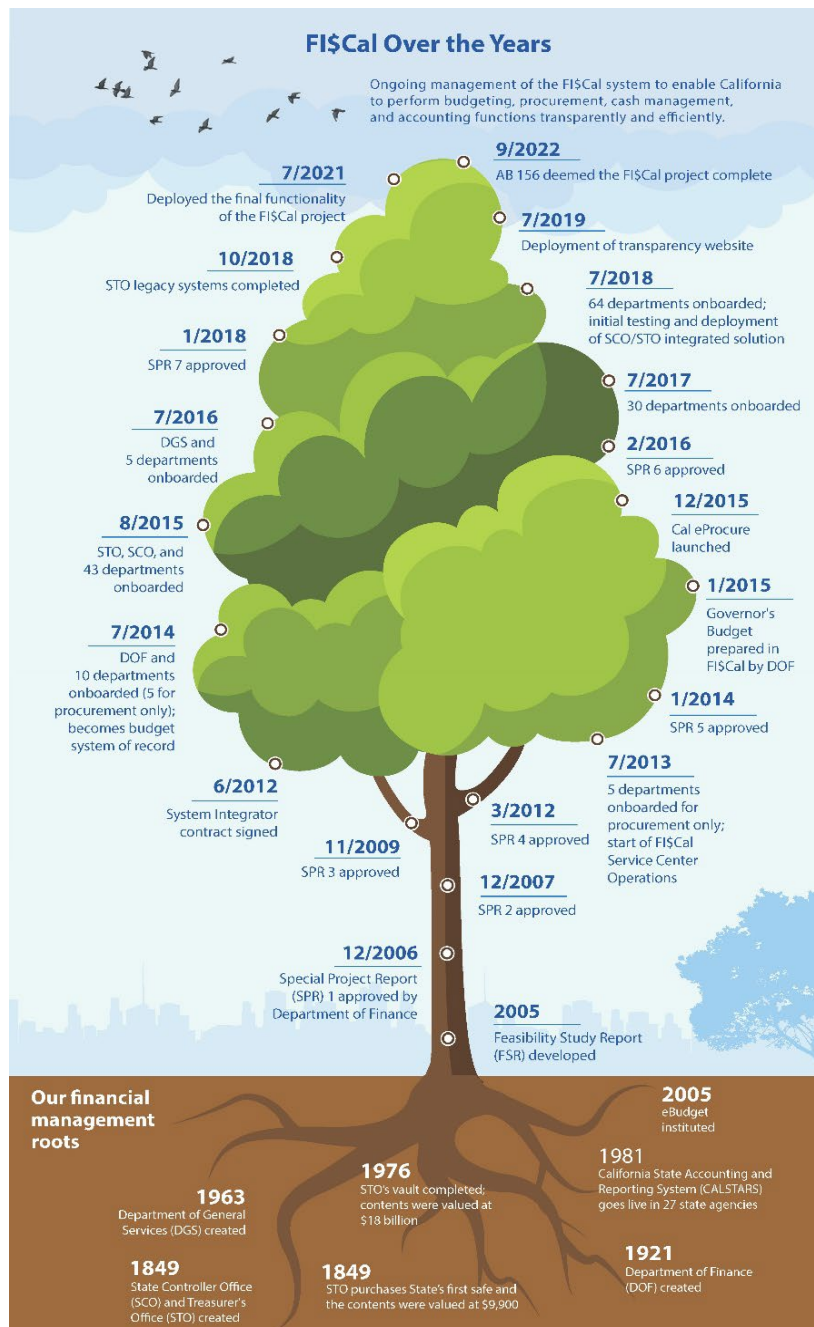
In addition, we enhanced the FI\$Cal system to provide an automated workflow for the Architecture Revolving Fund approval process. This enhancement streamlines the prior paper form and workflow approvals from the Department of General Services (DGS) and the Department of Finance (Finance) and end user departments.

FI\$Cal also onboarded the Office of Data and Innovation and prepared the system to migrate the configurations, enhancements, conversions, and interfaces for the two departments, California Department of Technology (CDT) and the Department of Rehabilitation (DOR), onboarding in July 2024.

Additionally, FI\$Cal continues to make the financial information of the state of California significantly more transparent through Open FI\$Cal, the website that opened California's "books" to the public.

## 2. An Overview of the System's History (LM #2)

FI\$Cal began as a business transformation project in 2005 to replace the Department of Finance's (Finance) budgeting system and was formalized with a Memorandum of Understanding signed in 2007 by the State Controller, the State Treasurer, and the directors of the departments of Finance and General Services. The following is a summary of how FI\$Cal evolved into the fully integrated, comprehensive financial system it is today, as well as major accomplishments since 2005.





## 2022

### August

- Enhanced multiple dashboards, reports, and system functionality to improve the month-end close (MEC) and year-end close (YEC) processes. These enhancements changed the reconciliation from Modified Accrual Ledger to Budgetary Legal Ledger (BLL) allowing departments to identify BLL issues prior to YEC. The enhancements provide departments the ability to identify when all reports are clear for closing and provide automated reclassifications to achieve MEC efficiencies. In addition, an automated solution was created to record and reconcile statewide assessments allocation. This enhancement reduces the need for manual intervention, which increases time savings and reduces errors.
- Billing methodology for the DGS Procurement Division changed from billing based on individual transactions, to a more efficient methodology using a three-year average based on activities in the procurement module. This provides more consistent and accurate billing, and benefits the billed departments by reducing reconciliation time and the number of invoices.

### September

- Created a statewide invoice portal for DGS customers to search, view and print their department's invoices from DGS. This allows all DGS customers access to the FI\$Cal initiated invoices. The enhancement includes automated emailing of invoices to non-state department customers.

### December

- Implemented Governmental Accounting Standards Board (GASB) 96 functionality and reporting in the lease management module for subscription-based information technology arrangements.

## 2023

### January

- Enhanced the Fund Reconciliation report to assist departments with streamlining the reconciliation process to prevent differences at year-end and ensure appropriations are within established limits.

## **April**

- Implemented the Golden State Financial Market Place (GS \$MART) procurement solution in the FI\$Cal system. This new functionality provides departments with the ability to conduct lease procurements and contract administration. GS \$MART is an innovative acquisition finance program designed to facilitate the installment of lease purchases by state of California agencies and local governments while meeting all the requirements of a competitive bid process.
- Implemented a disaster recovery solution on the Amazon cloud. The solution increases system resiliency and will protect against major disasters affecting system availability.

### **3. Significant Events of the System Within the Current Reporting Period (LM #3)**

## **2023**

### **July**

- Improved the fund reconciliation report to assist departments with the reconciliation process. This allows for more efficiency with reconciliations and assists with the identification of differences that need to be corrected prior to year end.

### **August**

- Implemented the Architecture Revolving Fund workflow process. The enhancement streamlines the paper form and workflow approvals from DGS to Finance and end user departments. This included a form output with appropriation information and electronic signatures.

### **September**

- Created a new interface to load department issued checks into the FI\$Cal system. This inbound interface records checks issued outside of the system into FI\$Cal and allows for reconciliation.

### **October**

- Onboarded the Office of Data and Innovation onto the FI\$Cal system.

## **November**

- Onboarded the Office of the Inspector General, High-Speed Rail Authority to the FI\$Cal general ledger module. As the Office of the Inspector General, High-Speed Rail Authority becomes fully operational and staffed they will be onboarded to more FI\$Cal system modules.

## **December**

- Implemented the Project Costing, Customer Contract and Grants Management Power BI dashboard. This dashboard combines data from multiple reports and queries which helps to improve department user experience.

# **2024**

## **March**

- Developed GASB Statement 87 and 96 reports for lease/right-to-use subscription assets and lease/right-to-use subscription liabilities for contracts meeting the GASB criteria.

## **April**

- Updated the FI\$Cal system to align with the Federal Government by replacing the catalog of federal Domestic Assistance Number with the Assistance Listings Number on existing reports, queries, online pages and interfaces.
- Automated the monthly closing periods for statewide assessments. This process was previously conducted manually. The automation ensures the process runs consistently each month and will not delay or be delayed by department month-end close processes.

## **May**

- Prepared the FI\$Cal system to migrate the configurations, enhancements, conversions, and interfaces for the two departments, CDT and the DOR, onboarding in July 2024.

## June

- Enhanced the automated employee payroll accounts receivable interface from the State Controller's Office (SCO) to onboard 54 departments to this functionality starting July 1. Through this enhancement the departments payroll accounts receivables will be automated which will help to reduce manual entry into the system.
- Implemented a solution for departments to reclass claims interfaced into FI\$Cal from SCO. The new functionality includes reclassing the claim, liquidating purchase orders, and updating 1099 reporting for the associated suppliers.

#### **4. An Overview Of Change Management Activities and Stakeholder Engagement for Any New Departments Onboarding to the System. (LM #4)**

FI\$Cal has reviewed and implemented improvements to the master department workplans (MDW) for each onboarding department. This workplan document provides onboarding departments with a holistic view of the tasks in the onboarding process. The workplan is modified after each onboarding effort to account for lessons learned.

FI\$Cal has also updated existing, and created new, communication methods to engage onboarding departments early and frequently, which has helped ensure successful implementation. Additionally, FI\$Cal redefined internal business processes to streamline the tasks required of onboarding departments.

The training model has also been revamped for onboarding departments. This includes a guided learning curriculum through the FI\$Cal Learning Center (FLC) that provides early exposure to the FI\$Cal system. The FLC is our one-stop learning experience portal designed to help end users master the skills needed to become confident and successful FI\$Cal system users. End users can access and try the system through structured learning courses. Additionally, onboarding end users have unlimited access to recorded mini virtual instructor-led training (VILT) courses, which are segments of the full day/two-day VILTs broken down into smaller, manageable segments. These recorded sessions are followed by live question and answer training sessions with a FI\$Cal subject matter expert (SME). This enables end users to become familiar with the system before attending working sessions with FI\$Cal onboarding SMEs.

FI\$Cal is conducting a fit/gap analysis of each deferred department to identify high level gaps prior to the start of onboarding. Additionally, as part of the

onboarding process, FI\$Cal engages with these departments to work on the gaps and identify solutions. This includes business process and/or technical solutions.

### **Onboarding Department Support**

Caltrans began its official three-year onboarding plan in July 2023. The first year was a soft launch, focused on training their super users, to get them familiar with the FI\$Cal system. FI\$Cal continues support of the Caltrans onboarding efforts by conducting business process gap discussions, engaging their SMEs in training, and providing their end users with early exposure to the FI\$Cal system through guided learning curriculum in the FLC.

FI\$Cal supported CDT and DOR over the course of their two-year onboarding plan through early engagement with training and access to the FI\$Cal system, configuration set up and validation, identification and resolution of business process and technical gaps, and testing of interface and configuration files. Both CDT and DOR completed all of their pre Go Live MDW tasks and went live in the FI\$Cal system July 1, 2024.

### **Post-Onboarding Department Support**

FI\$Cal relationship coordinators are assigned to departments and they play a vital role in ensuring that end users can navigate the FI\$Cal system with ease. When needed, they assist with ticket escalations to help quickly resolve issues that arise, perform ticket trend analysis to identify recurring issues, and offer relevant training to end users to help them make the most of the system. Their efforts go a long way in ensuring a more successful user experience and maintaining a high level of user satisfaction.

The FI\$Cal Service Center (FSC) provides support to end users of the FI\$Cal system. As the first line of support, the FSC addresses issues related to account management, system troubleshooting and general support needs. Additionally, the FSC offers functional support through its team of SMEs.

End users are provided with continuous training through the FLC. Through the FLC, end users can access VILTs and web-based courses, as well as job aids that provide step-by-step instructions for completing FI\$Cal transactions. In addition, how-to videos are available to help answer commonly asked questions. End user playlists, training histories, course evaluations and more are also provided.

FI\$Cal also provides year-round on-request support, allowing end users to schedule virtual sessions and receive online assistance with completing transactions with the help of system SMEs. In addition, collaboration tools like Microsoft Teams have reduced response times to ticket submissions. FSC ticket analysts can connect with users immediately to resolve questions and handle issues at the ticket level, resulting in one-and-done resolution. In cases of larger,

more complex issues, departments can request assistance through a User Support Lab (USL) session.

## **5. A Discussion of Lessons Learned and Best Practices That Will Be Incorporated Into Future Changes in the Management of the System. (LM #5)**

- Internal Improvement in the ServiceNow Case Tracking  
FI\$Cal improved internal reports and processes for monitoring aging tickets. With early reporting and prioritization, the FSC follows up with customers and works with analysts to provide timely ticket management. This proactive approach along with the improvement in case ticket notifications to users has reduced the number of aged tickets. FI\$Cal continues to look for opportunities to improve ticket resolution times.
- Improvements to Onboarding Validation Sessions  
Based on feedback from the 2024 onboarding departments, FI\$Cal updated the MDW to combine the second validation pass session performed by departments with the business process redesign sessions. This validation session was updated to include the testing of business process redesigns with FI\$Cal SMEs present. During this time the onboarding department will run through their existing business processes and make changes or updates to accommodate the transition to the FI\$Cal system. The goal of this change is to validate configurations, identify and test critical processes and update procedures prior to go-live, reducing road blocks once live in FI\$Cal. Combining the second validation with the business process redesign session is a better use of FI\$Cal and onboarding department staff time and allows for more focus on the new processes.
- Improved Communication at Customer Impact Committee Meetings  
In coordination with the Chair of the Customer Impact Committee (CIC) and in response to department requests, FI\$Cal began presenting updates on upcoming enhancements to the FI\$Cal system during CIC meetings. These updates provide departments with early notice of upcoming changes and information on when to expect email communications on the enhancements.
- Continuous Improvement and Department Feedback Opportunities  
FI\$Cal conducted the second annual survey of departments at the end of 2023/beginning of 2024 to identify department concerns and opportunities for system and process improvements.

## **6. A Description of Any Significant Software Customization, Including the Reason for the Customization, If Any Customization Was Granted. (LM #6)**

FI\$Cal continues to enhance the FI\$Cal system and business processes to better meet the needs of our end users and partners. Listed below are the significant software customizations released during the reporting period for this report.

- Enhanced the system to provide automated workflow for the architecture revolving fund approval process within the system. This enhancement streamlines the prior paper form and workflows approvals from DGS and Finance.
- Implemented the legacy claims reclass process. This enhancement allowed the reclassification of claims interfaced from the SCO, liquidating encumbrances and making 1099 entries at the same time. This eliminated the need for departments to do these manually.
- Implemented an upgrade to the underlying technology for the PeopleSoft application within the FI\$Cal system. This upgrade is part of our ongoing maintenance and operations and will improve performance and enhance security within the system.
- Enhanced security by implemented multi-factor authentication for the FI\$Cal system. This provides added protection from compromised user credentials.
- Migrated FI\$Cal's Open FI\$Cal transparency website to a newer platform to improve operational efficiency, provide enhanced options for downloading data and to improve accessibility.
- Implemented Aconex, a cloud based software-as-a-service solution, to extend FI\$Cal's functionality to support project costing and portfolio management.

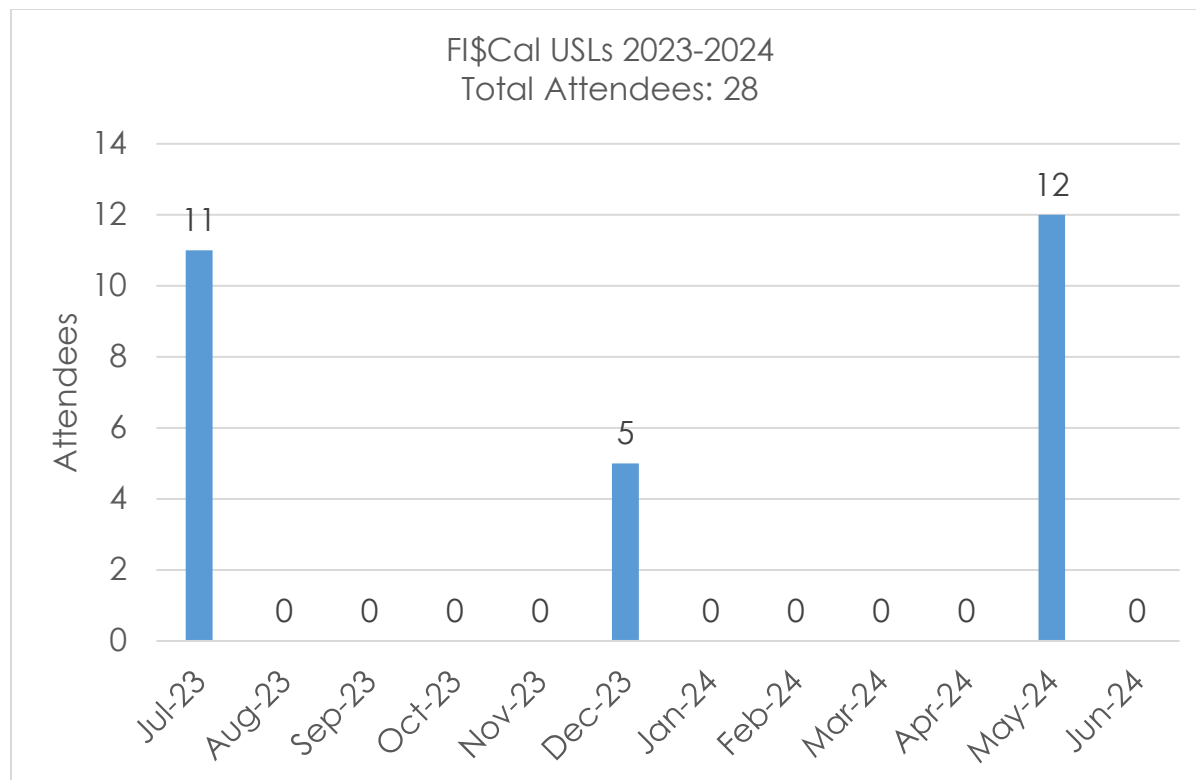
## **7. The Date On Which State Departments and Agencies Submit Year-End Reports to the Controller. (LM #7)**

The [Delinquent Year-End Financial Statements report](#) published by the SCO includes the date when state departments and agencies submit year-end reports to the Controller. The information in this report is sorted by funds for each department or agency and is regularly updated by the SCO until all departments

have submitted their year-end financial statements. Contact the SCO at (916) 445-2636 for questions regarding their report.

## 8. The Number of Trainings Held at the Department and a List of State Departments and Agencies Participating in These Trainings. (LM #8)

### User Support Labs



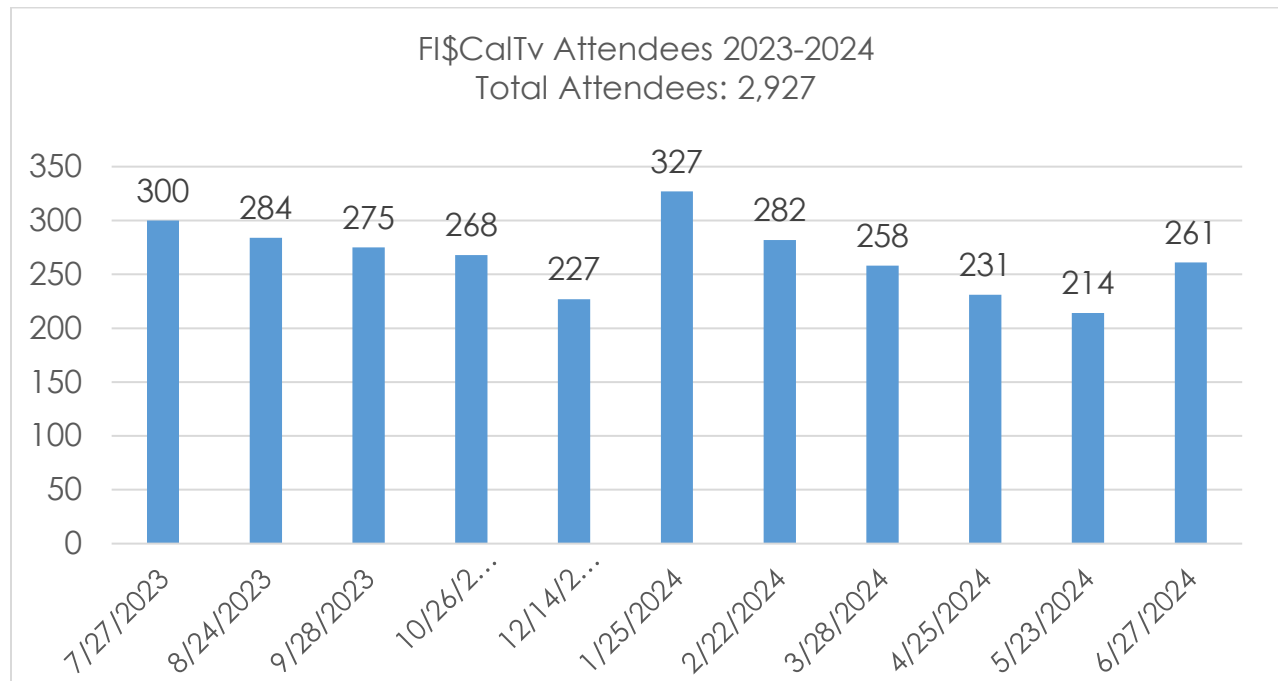
USLs provide FI\$Cal system end users an opportunity to receive support on work assignments and real-time training from FI\$Cal SMEs. Virtual lab sessions are available by appointment.

Approximately 28 end users from three departments/agencies requested and attended three USLs during the reporting period of this annual report. The following departments and agencies attended at least one USL:

Government Operations Agency, Department of State Hospitals, Department of Financial Protection, and Innovation.



## FI\$CalTv



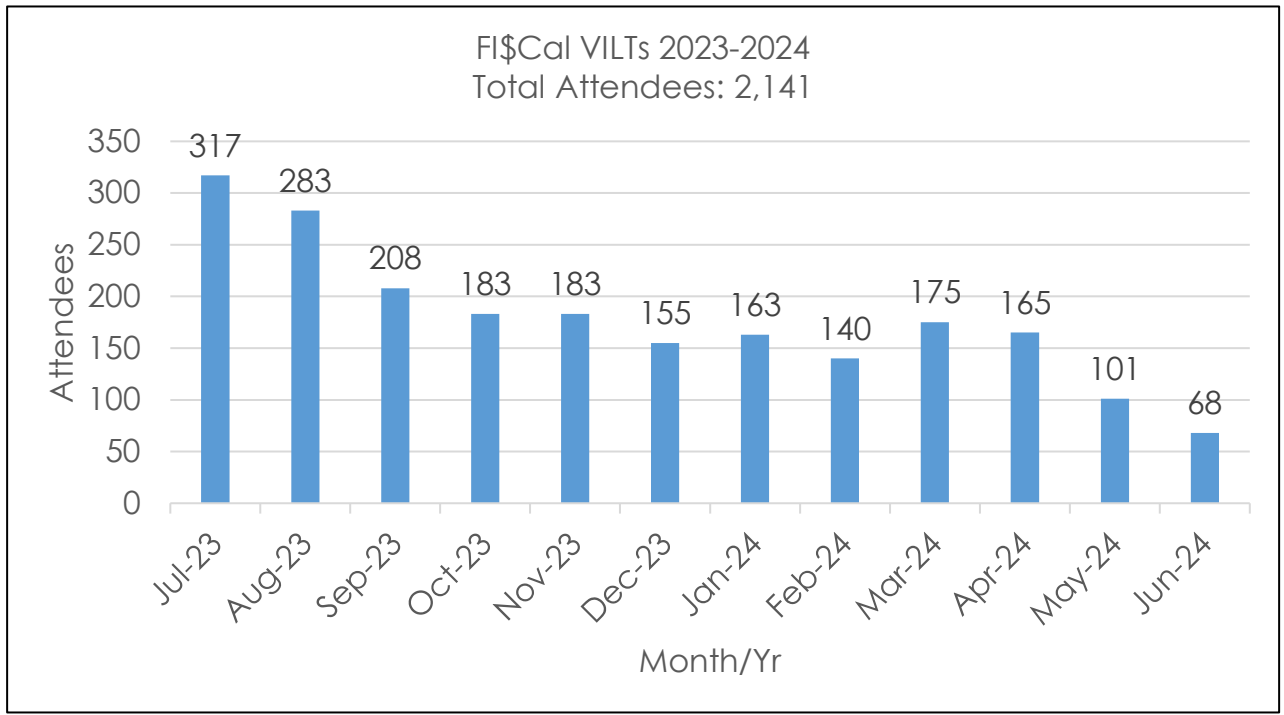
FI\$CalTv offers training and information to end users via webcast sessions, where users can connect with FI\$Cal SMEs who provide information on specific topics and valuable tips, tricks and information. The episodes are stored and accessible in the FLC and on FI\$Cal's YouTube channel after the webcast session is held.

During the reporting period for this annual report, FI\$Cal provided 11 FI\$CalTv sessions, with 2,927 attendees from 111 departments and agencies. The following departments and agencies attended one or more of these events:

Air Resources Board, Board of Governors of Community Colleges, Board of State and Community Corrections, Business, Consumer Services and Housing Agency, California Arts Council, California Children and Families Commission, California Coastal Commission, California Commission on Aging, California Conservation Corps, California Energy Resources Conservation and Development Commission, California Highway Patrol, California Horse Racing Board, California Housing Finance Agency, California Institute for Regenerative Medicine, California Military Department, California Privacy Protection Agency, California Rivers and Mountains Conservancy, California School for the Deaf – Fremont, California School for the Deaf – Riverside, California Science Center, California State Library, California State University, California Transportation Commission, California Workforce Development Board, Citizens Compensation Commission, Civil Rights Department, Colorado River board, Commission on State Mandates, Commission on the Status of Women and Girls, Delta Stewardship Council, Department of Aging, Department of Alcoholic

Beverage Control, Department of Cannabis Control, Department of Child Support Services, Department of Community Services and Development, Department of Conservation, Department of Consumer Affairs, Boards, Bureaus, and Divisions, Department of Corrections and Rehabilitation, Department of Developmental Services, Department of Education, Department of Finance, Department of Financial Protection and Innovation, Department of Fish and Wildlife, Department of Food and Agriculture, Department of Forestry and Fire Protection, Department of General Services, Department of Health Care Access and Information, Department of Health Care Services, Department of Housing and Community Development, Department of Human Resources, Department of Industrial Relations, Department of Insurance, Department of Justice, Department of Managed Health Care, Department of Motor Vehicles, Department of Parks and Recreation, Department of Pesticide Regulation, Department of Public Health, Department of Real Estate, Department of Rehabilitation, Department of Resources Recycling and Recovery, Department of Social Services, Department of State Hospitals, Department of Tax and Fee Administration, Department of Technology, Department of Toxic Substances Control, Department of Transportation, Department of Veterans Affairs, Department of Water Resources, Employment Development Department, Fair Political Practices Commission, FI\$Cal, Franchise Tax Board, Gambling Control Commission, Government Operations Agency, Health and Human Services Agency, Health Benefit Exchange (Covered CA), High Speed Rail Authority, Judicial Council of California, Labor and Workforce Development Agency, Lottery Commission, Mental Health Services Oversight and Accountability Commission, Mountains Recreation and Conservation Authority, Office of Administrative Law, Office of Emergency Services, Office of Environmental Health Hazard Assessment, Office of Planning and Research, Office of Systems Integration, Office of Tax Appeals, Office of the Inspector General, Office of the State Public Defender, Peace Officer Standards and Training Commission, Prison Industry Authority, Public Employment Relations Board, Public Utilities Commission, Sacramento-San Joaquin Delta Conservancy, San Diego River Conservancy, Secretary of State, SF Bay Conservation and Development Commission, Sierra Nevada Conservancy, State Coastal Conservancy, State Compensation Insurance Fund, State Controller's Office, State Council on Developmental Disabilities, State Teachers' Retirement System, Student Aid Commission, Tahoe Conservancy, Transportation Agency, Victim Compensation Board, Water Resources Control Board.

## Virtual Instructor Led Training



FI\$Cal offers VILT sessions where SMEs provide thorough explanations of business processes and system functionality, live demonstrations and hands-on exercises.

FI\$Cal held 78 VILT sessions during the reporting period, and 2,141 users from 89 departments and agencies attended. In addition to regular VILTs, mini VILT sessions were held for the onboarding departments between July and September 2023.

The following departments and agencies attended at least one of these events:

Air Resources Board, Board of Governors of Community Colleges, California African American Museum, California Arts Council, California Children and Families Commission, California Coastal Commission, California Conservation Corps, California Department of Financial Protection & Innovation, California Department of Technology, California Energy Resources Conservation and Development Commission, California Highway Patrol, California Horse Racing Board, California Military Department, California Privacy Protection Agency, California School for the Blind, California School for the Deaf – Fremont, California School for the Deaf – Riverside, California Science Center, California State Library, California State Summer School for the Arts, California Workforce Development Board, Colorado River Board, Commission on Teacher Credentialing, CSU, Fresno, Delta Stewardship Council, Department of Aging, Department of Alcoholic Beverage Control, Department of Cannabis Control, Department of Child Support

Services, Department of Community Services and Development, Department of Conservation, Department of Consumer Affairs, Boards, Bureaus, & Divisions, Department of Developmental Services, Department of Education, Department of Fair Employment and Housing, Department of Finance, Department of Fish and Wildlife, Department of Food and Agriculture, Department of Forestry and Fire Protection, Department of General Services, Department of Health Care Services, Department of Housing and Community Development, Department of Industrial Relations, Department of Insurance, Department of Managed Health Care, Department of Parks and Recreation, Department of Public Health, Department of Real Estate, Department of Rehabilitation, Department of Resources Recycling and Recovery, Department of Social Services, Department of State Hospitals, Department of Tax and Fee Administration, Department of Toxic Substances Control, Department of Transportation, Department of Veterans Affairs, DGS - Statewide Procurement, Employment Development Department, Franchise Tax Board, Government Operations Agency, Governor's Office of Business and Economic Development, Health and Human Services Agency, Health Benefit Exchange (Covered CA), High Speed Rail Authority, Judicial Council of California, Labor and Workforce Development Agency, Natural Resources Agency, Office of Data and Innovation, Office of Emergency Services, Office of Energy Infrastructure Safety, Office of Environmental Health Hazard Assessment, Office of Planning and Research, Office of Statewide Health Planning and Development, Office of the State Public Defender, Office of Traffic Safety, Public Utilities Commission, Sacramento-San Joaquin Delta Conservancy, Secretary of State, SF Bay Conservation and Development Commission, Sierra Nevada Conservancy, State Coastal Conservancy, State Controller, State Lands Commission, State Special Schools - Diagnostic Centers, Student Aid Commission, Tahoe Conservancy, Victim Compensation Board, Water Resources Control Board, Wildlife Conservation Board

## **9. The Number and Length of Unplanned Outages That Occurred During Normal Business Hours. (LM #9)**

FI\$Cal has taken several steps to increase FI\$Cal system availability and reduce the number and/or duration of unplanned outages. These steps include updating hardware and software platforms, having redundant systems, monitoring system metrics and implementing preventive and perfective measures to improve the availability of the FI\$Cal system. FI\$Cal had three unplanned outages for a combined outage time of 119 minutes between July 1, 2023 and June 30, 2024.

## 10. The Number of Request for Changes to the System by Entities That Reported Concerns With Using the System to Meet Federal Requirements and Descriptions of the Department's Efforts to Resolve Those Concerns. (LM #10)

FI\$Cal did not receive any requests for changes to the system from departments related to meeting Federal requirements. However, FI\$Cal implemented the following enhancements to the system related to federal reporting:

FI\$Cal enhanced the system to address the federal mandated label change. The prior Catalog of Federal Domestic Assistance label was replaced with Assistance Listings Number label.

## 11. The Recommendations From Evaluations Performed Pursuant to Subdivisions (a) and (c) of Section 11868. (LM #11)

Subdivision **(a)** of [Section 11868](#) - In its independent monitoring of the system, the California State Auditor's Office shall do, but is not limited to doing, both of the following:

**(1)(A)** Monitor and report annually to the Legislature, pursuant to Section 9795, regarding the Controller's progress toward transitioning the state's accounting book of record from the legacy system utilized by the Controller to the system pursuant to subdivision (c) of Section 11860.

**(B)** This paragraph shall apply only until the successful transition of the accounting book of record to the system.

**(2)(A)** Monitor and report annually to the Legislature, pursuant to Section 9795, regarding the department's completion of the activities required by [Section 11865](#), with an emphasis on the activities described in subdivisions (c) and (e) of Section 11865 as top priorities.

**(B)** This paragraph shall apply only until the successful completion of the roadmap activities described in Section 11865.

**(b)** The department may contract for quality assurance services to monitor system-related workload, as needed or as determined to be appropriate by the department.

**(c)** The department shall contract for an annual assessment of the system that determines the ease of use of the system by end users, including control agencies, relative to statutory and policy requirements for accounting, cash management, procurement, and budgeting. The assessment shall include recommendations to the department on process, policy, and system improvements including, but not

limited to, changes that would assist departments in submitting timely annual financial statements.

Pursuant to subdivision (a) of Government Code section 11868, the California State Auditor did not provide recommendations from their evaluation to include in this report.

Pursuant to subdivision (c) of Government Code section 11868, FI\$Cal conducted the second annual survey of departments at the end of 2023/beginning of 2024 to identify department concerns and opportunities for system and process improvements. The survey was conducted by Accenture.

### **Status of Roadmap Activities**

Pursuant to Section [11864](#), the department is not required to report on roadmap activities in this year's report.