
Configuration Modification Request Process

Overview

Configuration is the process of setting up data values used in the FI\$Cal System, such as Business Units, Banks, Locations, Asset Profiles, and Payment Terms to support a business process, using online setup pages. Change requests to configuration in FI\$Cal are done through the Configuration Modification Request Process, which is outlined in the Process Steps section of this document.

Resource Tools

The Configuration Ownership Matrix and the Configuration Modification Request Form are resource tools used in this process. These reference tools are located at the FI\$Cal Service Center (FSC) website http://www.fiscal.ca.gov/access-fiscal/FISCal_Service_Center/index.html

Configuration Modification Request Form - A formal document completed by a department or a central user to request configuration changes in the FI\$Cal System. This document serves as an audit tool to support configuration changes implemented in FI\$Cal.

Configuration Ownership Matrix - A reference tool to aid in completing the Configuration Modification Request form. It contains the following:

- Module (Business Process that the configuration is associated with),
- Configuration Item Name
- Description (description of the Configuration Item),
- Change Requestor (who can submit a request)
- Change Approver (who can approve a request)
- Change Coordinator (who can configure the request at the department, the control agency, or the FI\$Cal Service Center)
- Source of Change (the environment the request is configured in).

Process Flows

This section depicts high-level process flows, based on who initiates, approves and performs the configuration update. There are separate flows for department, FI\$Cal Service Center (FSC, also called Central), and Control Agency users.

Department Configuration

This example depicts a configuration change initiated by a Department Change Requestor and updated by a Department Change Coordinator, as outlined in the Configuration Ownership Matrix.

Configuration Ownership Matrix

Module	Configuration Item Name	Description	Change Requestor	Change Approver	Change Coordinator	Standard/Non-Standard
AM	Accounting Entry Template IDs	Define accounting entry templates.	FI\$Cal	Accounting Lead	Central Config Maintainer	Production
AM	Accounting Entry Templates	Define an accounting entry template.	FI\$Cal	Accounting Lead	Central Config Maintainer	Production
AM	Area Definition	Define an Asset Area	FI\$Cal	Accounting Lead	Central Config Maintainer	Production
AM	Asset Books	Define asset books.	FI\$Cal	Accounting Lead	Central Config Maintainer	Production
AM	Asset Classes	Define asset classes.	Department	DAD	AM Department Config Maintainer	Production

Information requested on "Configuration Modification Request" Form

Change Requestor	Change Approver	Additional Approvers	Change Coordinator
Department user	Departmental Authority or Designee (DAD)	Within the department and at the department's discretion	Department Config Maintainer user role per the module

Central/Control Agency Configuration – Department-initiated Change

This example depicts a configuration change initiated by a Department Change Requestor and updated by a FI\$Cal Change Coordinator, as outlined in the Configuration Ownership Matrix.

Configuration Ownership Matrix

Module	Configuration Item Name	Description	Change Requestor	Change Approver	Change Coordinator	Standard/Non-Standard
AR	Collector	Set up collectors.	Department	DAD	Central AR Config Maintainer	Production
AR	Contact ID Aut numbering	Defines Naming Convention for contact ID's	Department	DAD	Central BI Config Maintainer	Production
AR	Conversation Keywords	Set up conversation keywords.	Department	DAD	Central BI Config Maintainer	Production

Information requested on "Configuration Modification Request" Form

Change Requestor	Change Approver	Additional Approvers (Dept.)	*Additional Approvers (FI\$Cal (Central) or Control Agency)	Change Coordinator
Department user	DAD	Within the department and at the department's discretion	At FI\$Cal or Control Agency's discretion	Central Config Maintainer user role per appropriate Module

Note: Any additional Approvers required by the FI\$Cal Service Center or the Control Agency will be obtained by the FSC.

Central/Control Agency Configuration – FI\$Cal or Control Agency-initiated Change

This example depicts a configuration change initiated by a FI\$Cal or Control Agency Change Requestor and updated by a FI\$Cal or Control Agency Change Coordinator, as outlined in the Configuration Ownership Matrix.

Configuration Ownership Matrix

Module	Configuration Item Name	Description	Change Requestor	Change Approver	Change Coordinator	Standard/Non-Standard
COA	Budget Reference	Define budget reference ChartFields.	FI\$Cal	Accounting Lead	Central COA Maintainer	Production
COA	ChartField1	Define ChartField1.	Department	DAD/Accounting Lead	Department COA Maintainer	Production
COA	Fund	Define fund ChartFields.	SCO	FSCU	Central COA Maintainer	Production

Information requested on “Configuration Modification Request” Form

Change Requestor	Change Approver	Additional Approvers	Change Coordinator
FI\$Cal or Control Agency user	Per the Configuration Matrix	Within FI\$Cal Service Center and/or Control Agency’s discretion	Central Config Maintainer or Control Agency user role, per appropriate Module

Process Steps

1. The Change Requestor accesses [the Configuration Modification Request Form](#).

The Change Requestor uses the [Configuration Ownership Matrix](#) to search for the Configuration Item to be modified, completes the Configuration Modification Form, and routes it to the Change Approver indicated on the matrix.

NOTE: The form may be returned to the Change Requestor if it is missing information, if it needs clarification, or if the request is denied by the Change Approver.

2. The Change Approver reviews and signs the form.

3. Additional Approvers

3a. No Additional Approvers Required - Go to Step 5.

3b. Additional Approvers Required by the Department – The Change Approver routes the form to the Additional Departmental Approver(s).

NOTE: An email approval with the approver’s title and Department/Agency is acceptable in lieu of a wet signature on the form.

3c. Additional Approvers Required by FI\$Cal – The Change Approver routes the form to the FI\$Cal Service Center (FSC). Additional Approvers required by the FI\$Cal Service Center or the Control Agencies will be obtained by the FSC.

NOTE: An email approval with the approver's title and Department/Agency is acceptable in lieu of a wet signature on the form.

4. Department vs. Central Configuration (Change Coordinator Task)

The Change Requestor determines if the configuration is done by the department, the Control Agency or the FSC, by referring to the Configuration Ownership Matrix, "Change Coordinator" column. The configurator role indicated in "Change Coordinator" dictates who performs the configuration.

4a. Change Coordinator is a departmental configurator role – The Change Requestor routes the approved form to the department's Change Coordinator, so the Coordinator can process the configuration request in the System. The department will **not** submit a ticket to the FSC.

4b. Change Coordinator is a central or control agency role – The Change Requestor routes the approved form with the submitted ticket to the FSC for processing.

5. Configuration Modification Request Form Handling and Retention

5a. Departmental Configuration –The department is responsible for how they handle the retention of the form for audit purposes.

5b. Central or Control Agency Configuration via the FSC – The hard copy form is retained by the FSC.

Additional Process Steps (For FI\$Cal Processing Only)

6. The Change Requestor submits a ticket and attaches a scanned copy of the Configuration Modification Request form to the FSC. The original form is also submitted to the FSC and is routed to the Configuration Team Lead.

NOTE: Include details, added attachments, and screenshots in the ticket to assist the FSC with processing the request timely and accurately.