FI$Cal Focus
One state. One system.
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Leadership Message

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Chief Deputy Director

Over the past year we have been working to improve and enhance our lines of communications to better serve you. We have learned that early engagement, active participation, and open communication are critical to the success of this project. We want to hear from you on a regular basis so your experience as you onboard and begin transacting in the system is as smooth as possible.

As such, we now hold our User Community Forums monthly to have a regular dialogue with our end users. We reinstated our Customer Impact Committee to provide state agencies a formal mechanism to ensure feedback from their departments is being heard by our leadership team.

We've also created a Cal eProcure Vendor User Group that enables us to work directly with the vendor community to identify needs and quickly address concerns.

Stakeholder participation is critical as we move toward our 2017 and 2018 Releases. By engaging with FI$Cal participants will gain a better understanding of impacts FI$Cal will have on their departments, and can help in resolving challenges encountered along the way.

During the coming months, we will continue our efforts to increase and encourage stakeholder involvement by: standing up our Retention Unit, which provides additional support to departments that have already onboarded with FI$Cal; recruiting more FI$Cal Service Center staff to assist in responding to service tickets; and using social media as another means of timely communication with our stakeholders.

We will continue to work on innovative ways to collaborate with all of our stakeholders. Together, we will improve the State's financial management system to better serve the people of California.

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Congratulations Will Padilla

Will Padilla started November 1 as the new Assistant Deputy Director of FI$Cal's Change Management Office (CMO).

Will began his state career at the Department of Finance (DOF) in 2004 as a Finance Budget Analyst with a focus on budgeting for information technology projects in the Health and Human Services area. He came to FI$Cal in 2009 as a DOF Principal Program Budget Analyst II on the Business Team where he was involved in developing requirements for the budgeting functionality.

Will also worked in the CMO where he was instrumental in forming the office and helped develop and deliver training to Hyperion users and was promoted to a Principal Program Budget Analyst III.

Will has undergraduate degrees in Psychology and Chicano Studies from the University of California, Davis and holds a Master of Public Policy and Administration degree from the California State University, Sacramento. He is certified in Project Management (PMP) and Change Management (Prosci) and brings experience working on large scale automation projects for Yolo County and the private sector.

Please Welcome Anastasia Baskerville to FI$Cal

Anastasia Baskerville has joined FI$Cal as a Staff Attorney IV. She comes from the Department of Social Services, where she was an Attorney III in the Children and Family Services Division.

She majored in communications at the University of California Berkeley and worked in advertising for several years before attending law school at Mc George School of Law.

Anastasia practiced civil defense litigation for Zurich Insurance Group before beginning her state career in 1999 as an Attorney at the Department of Conservation.

In 2005 she was appointed Chief Counsel for the California Conservation Corps, overseeing legal issues for 25 residential and nonresidential centers and building public and private partnerships to expand the Corps.

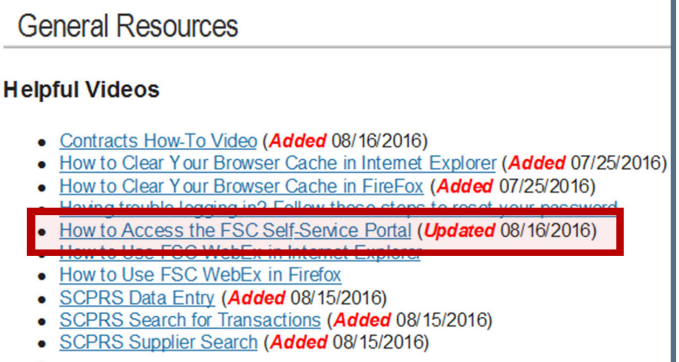
FI$Cal Self Service Portal

The FI$Cal Service Center (FSC) is getting faster.

The FSC's new Self-Service Portal allows users to create their own service tickets. Instead of sending an email and waiting for a FSC staff member to open a ticket and generate a ticket number, users can open their own ticket and get a number immediately.

Users can include as much information and as many attachments as they need to describe their issue. In addition, the Self-Service Portal allows users to check the status of their open service tickets.

A video on how to Access the FSC Self-Service Portal is available if you are interested on how to use this tool.



Video On Demand

The FI$Cal Service Center (FSC) has created short instructional videos to better assist users.

Current titles include "Contracts How To" and "SCPRS Data Entry". Access these videos and more under General Resources on the FSC page.

Watch these and many more FI$Cal videos on our YouTube channel.

How does the FI$cal Service Center Prioritize tickets?

End users have been asking how the FI$Cal Service Center (FSC) determines the priority of the service tickets they receive. The FSC uses an information technology service management tool that calculates the priority of a ticket based on the combination of the impact and urgency of the issue/incident. Tickets are prioritized based on the following criteria:

Critical

- Tickets related to all or a major part of the FI$Cal production system being down
- All or most users are unable to perform their job
- No workaround for the issue exists

High

- Tickets that involve an issue that is impacting the FI$Cal production system and that must be fixed as soon as possible. The system is not down.
- No workaround for the issue exists

Medium

- Tickets that involve issues that need to be resolved by specific time (next week or "by end of month")
- A workaround for the issue is available for use while the issue is being investigated

Low

- Tickets that involve an issue where the resolution of the issue is not time sensitive
- A workaround is available for use while the issue is being investigated

If you have a question about the priority of a service ticket please call the FSC at 1-855-FISCAL0 (1-855-347-2250) and ask to speak to a manager.

Adobe Connect

FI$Cal is using Adobe Connect to provide live real-time broadcasts of presentations at meetings including User Community Forums.

Connecting to the broadcasts requires minimal preparation. If you have never used Adobe Connect before, you will need to test your connection prior to logging into a meeting presentation by using the following link: http://fiscal.adobeconnect.com/common/help/en/support/meeting_test.htm

Adobe Connect will run a quick diagnostic test to see if your computer has the correct version of Adobe Flash Player installed and an Adobe Connect connection. The diagnostic will then test the speed of your internet connection and administer an Adobe Connect add-in test.

If the diagnostic shows you need to update your computer, you'll receive links to Adobe Flash Player. You may need to contact your department's Technology Team in order to get administrative rights to install a required Adobe Connect add-in for the presentation broadcasts.

Once you have installed the latest Adobe Flash Player and have the correct add-in installed you will be ready to receive Adobe Connect web presentation broadcasts.

To view a specific presentation open the URL of the Adobe Connect meeting included in your Outlook Calendar invite. For example, if you are attending our monthly FI$Cal User Community Forum, the URL is http://fiscal.adobeconnect.com/fiscalforum. If you are attending a Business Process Workshop, the URL would look like http://fiscal.adobeconnect.com/bpw. Be sure you're entering the correct URL for the meeting you intend to join.

After you have opened the URL, an attendee pod will open, ask you to sign in, or attend as a guest. Select "Enter as a Guest," provide your first and last name and select enter. The Adobe Connect pod will allow you to view, listen, and contribute to the broadcast.

You can ask questions via the Question and Answer pod, and see what is being shared with in-person attendees. If you experience audio issues and cannot hear the broadcast, you may need to log out of the meeting and then log back in. You can also call in and listen to the connect meeting via the phone number provided on the Outlook Calendar invite.

Adobe Connect also offers a free application for Apple and Android smart phone users to attend Adobe Connect meetings through their mobile device. With this application, end users can avoid having to request Flash and Adobe Connect add-in installations, and continue to use their work PC for work, while simultaneously viewing and listening to a presentation. The same procedures are followed for logging in via smart phone, and are offered as those via the computer based application.

If you need assistance with logging onto a FI$Cal Adobe Connect presentation please contact FI$Cal at 916-576-1250. You can also view a short video tutorial on How to get started with Adobe Connect on our FI$Cal Youtube page.

User Community Forum

Our most recent User Community Forum took place October 20 at the East End Complex.

Topics of discussion:

- *Project Status*
- *P - Card Tips & Tricks*
- *FI$Cal Service Center: What we've heard from you!*

If you would like a copy of the FI$Cal Forum presentation you can access it on our website.

Upcoming Forums

Sacramento - Wednesday, November 9, 2016

For more information and how to register for this event, please visit our website.

WebEx Now Available

WebEx - enables FI$Cal Service Center (FSC) representatives to see a client's screen and better help them navigate solutions to their problems. It is available to FI$Cal clients who call into the FSC. Clients can request to use the tool at any time.

Please call 855.FISCAL0 (855.347.2250) or email the FSC at fiscalservicecenter@fiscal.ca.gov with any questions.

FI$Cal Training Academy Updates

Did you know that in September, 141 state employees recorded a total of 532 web-based training completions using the FI$Cal Training Academy (FTA)?

The FTA is FI$Cal's Learning Management System. Through the FTA, learners can access online training courses aligned to their job duties within their department. Courses also are available for those who want to learn more about the overall functionality of the FI$Cal system.

End users can visit the FTA Catalog Job Aide to access courses through the online catalog. Please check with your department for any departmental approval processes that may be necessary before enrolling in a course.

For more information on upcoming events, please visit our website at www.fiscal.ca.gov or email us at fiscal.cmo@fiscal.ca.gov.

November 2016

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
	1 • DCSS - LD Configuration Workshop • DMHC - LD Configuration Workshop • CCCCO - LD Configuration Workshop • PERB - LD Configuration Workshop • Weekly I&C Support Sessions • Training Pilot for CM221	**2** • DCA- LD Configuration Workshop • BHC, CVMC, PARKS, SJRC - LD Configuration Workshop • CCCCO - Allocations Configuration Workshop • BPW- STO Cash Forecasting	**3** • CALVET- LD Configuration Workshop • SCC - LD Configuration Workshop • MILITARY - LD Configuration Workshop • Weekly I&C Support Sessions • Training Pilot for CM231 • Cal eProcure Vendor Meeting	**4** • BPW- SCO Cash Forecast Data and Reports
7	**8** • Weekly I&C Support Sessions • Training Pilot for CM232 • Election Day	**9** • FI$Cal User Community Forum • BPW- Deposits Processing	**10** • Weekly I&C Support Sessions • Training Pilot for DM101	**11** • Veteran's Day - Federal Holiday
14	**15** • Weekly I&C Support Sessions • Training Pilot for GL303	**16**	**17** • Weekly I&C Support Sessions	**18**
21	**22** • Weekly I&C Support Sessions	**23**	**24** • Thanksgiving - Federal Holiday Happy Thanksgiving!	**25** • Day after Thanksgiving - Federal Holiday
28	**29** • Weekly I&C Support Sessions	**30**		

COA = Chart of Accounts | Config. Wkshp = Configuration Workshop | BPW = Business Process Workshops | Sp. Bfg. = Sponsor Briefing | WM = Web Meeting
I&C = Interfaces & Conversions | Oper. Budget Wkshp = Operating Budget Workshop | AR = Accounts Receivable | AM = Asset Management | CM = Cash Management | LD = Labor Distribution