FI$Cal

One state. One system.

July 2016 Release

Department Transition Meeting #2

June 29, 2016

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FI$Cal Project Director

Agenda

- UAT Update
- Month End Close / Year End Close (MEC/YEC) Update
- Cutover to FI$Cal Update
- Processing Impacts
- First 60 Days
- FI$Cal Service Center (FSC) Update
- Next Steps

UAT Update – Overview

- **Scope:** UAT is being conducted in the PeopleSoft 9.2v Environment
  - Departmental Release (July 2016 Release Departments)
  - DGS ABMS Release
  - Budgets 2.0
  - Application Upgrade (PeopleSoft 9.1v to 9.2v – Regression Testing)
- **When:** May 31, 2016 – July 15, 2016 at FI$Cal
- **Participating UAT Departments and Regression Testing Departments**
  - FI$Cal - FI$Cal/FSO
  - DGS - DGS-CFS
  - DOF - SCO
  - CDPR - STO
  - DOJ - CAAM
  - Science - CRB
- FI$Cal FSO Team Pre-Executing 145 UAT Departmental Scripts

UAT Update – Overall Status

Overall Script Execution Status – 9.2 / New Departments

Total Scripts	Passed	% Complete
144	79	55%

Overall Script Execution Status – ABMS

Total Scripts	Passed	% Complete
110	48	44%

Budgets 2.0 UUAT Status

- DOF is currently conducting UUAT for Budgets 2.0 release. Testing is expected to conclude at the end of July 8, 2016.

Note: All data provided is as of June 27, 2016

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DOF Policy on Month End Close

- State Policy requires reconciliation within 30 days after the end of the month
- Finance will allow additional time to perform month-end closing (MEC) and to complete July and August reconciliations
- Using FI$Cal as the primary accounting system, departments should comply with policy by FM3 (September) reconciliations
- Dates for expected closure for 2016 departments:
  - FM1 by 9/16
  - FM2 by 9/30
- Departments requiring additional time for MEC and reconciliations must submit a written request to Finance (FSCU) for a temporary exemption to the policy

Status of Month End Close

- List of some issues identified and addressed for W1/W2
  - Beginning Balance Conversions (GL008 Conversion)
  - Labor Distribution Errors
  - Voucher Build Errors
  - AR Items not sent to GL
- Encourage departments to be proactive on Month-End Close
- Departmental Tracking and Reporting

Month End Close Status for Non-CFS

Wave 1 Non-CFS Dashboard as of June 28, 2016

Dept (BU)	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Overall
ABC (2100)	100%	100%	100%	100%	100%	85%	85%	85%	85%	85%	50%	15%	**83%**
ABCAB (2120)	100%	100%	100%	100%	100%	100%	100%	100%	100%	85%	50%	15%	**88%**
ALRB (7300)	100%	100%	100%	85%	85%	85%	85%	85%	85%	85%	70%	0%	**80%**
BCDC (3820)	100%	100%	100%	100%	100%	100%	100%	100%	85%	85%	50%	0%	**85%**
CAC (8260)	100%	100%	100%	100%	100%	100%	100%	100%	70%	57%	33%	0%	**80%**
CSSSA (6255)	100%	100%	100%	100%	100%	100%	100%	100%	100%	85%	33%	0%	**85%**
DFEH (1700)	100%	100%	100%	100%	85%	85%	85%	85%	85%	85%	70%	0%	**82%**
DOF (8860)	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	25%	**94%**
OEHHA (3980)	100%	100%	100%	100%	100%	100%	100%	100%	85%	70%	44%	5%	**84%**
Overall	**100%**	**100%**	**100%**	**98%**	**97%**	**95%**	**95%**	**95%**	**88%**	**82%**	**56%**	**7%**	**84%**

%	Legend definition
0% – 49%	Departments working on Transactions (AP, AR, GL and PO)
50%	Transaction completed
51 % - 69%	Departments working on closing subsystem
70%	Depts. closed, ran GL/AM
71% - 99%	Running Reconciliation/PFA report
100%	Depts. MEC closed

Wave 2 Non-CFS Dashboard as of June 28, 2016

Dept (BU)	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Overall
CalRecycle (3970)	52%	41%	41%	41%	42%	42%	42%	42%	42%	0%	0%	0%	**32%**
CCFC (4250)	70%	70%	70%	70%	62%	62%	58%	33%	33%	25%	25%	0%	**48%**
CCOA (4180)	44%	44%	44%	44%	44%	44%	44%	44%	44%	44%	44%	6%	**41%**
CDA (4170)	58%	56%	55%	54%	54%	54%	54%	53%	52%	52%	51%	6%	**50%**
DTSC (3960)	70%	50%	50%	50%	50%	50%	48%	46%	44%	0%	0%	0%	**38%**
HSR (2665)	85%	48%	48%	48%	48%	48%	48%	48%	48%	31%	33%	16%	**46%**
Library (6120)	85%	62%	58%	50%	50%	50%	50%	50%	47%	44%	44%	12%	**50%**
SCO (0840)	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	62%	0%	**89%**
STO (0950)	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	25%	**94%**
VCGCB (7870)	70%	70%	70%	70%	70%	62%	58%	58%	58%	50%	50%	0%	**57%**
VCGCB Fund (9671)	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	70%	0%	**89%**
Overall	**76%**	**67%**	**67%**	**66%**	**65%**	**65%**	**64%**	**61%**	**61%**	**50%**	**44%**	**6%**	**58%**

Month End Close Status for CFS

Wave 2 CFS Dashboard as of June 28, 2016

Dept (BU)	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Overall
BCSH (0515)	70%	70%	70%	70%	70%	70%	70%	62%	25%	22%	9%	0%	**51%**
BSCC (5227)	70%	62%	58%	58%	46%	46%	45%	45%	19%	19%	19%	0%	**40%**
CATC (2600)	70%	70%	70%	70%	70%	70%	70%	70%	34%	17%	19%	0%	**52%**
CCDA (8790)	100%	100%	100%	100%	100%	100%	100%	100%	85%	85%	100%	0%	**89%**
CCSWG (8820)	100%	100%	100%	100%	100%	100%	100%	100%	85%	85%	85%	0%	**88%**
CCTC (6360)	70%	70%	70%	58%	46%	50%	45%	49%	43%	42%	21%	0%	**47%**
CGCC (0855)	100%	100%	100%	100%	70%	70%	70%	70%	46%	22%	13%	0%	**63%**
CIRM (6445)	100%	100%	100%	100%	100%	100%	100%	100%	73%	34%	23%	0%	**77%**
CRC (0911)	100%	100%	100%	100%	100%	100%	100%	100%	100%	85%	100%	0%	**90%**
CSLEG (4185)	100%	100%	100%	100%	100%	100%	100%	85%	85%	100%	58%	0%	**86%**
CSM (8885)	100%	100%	100%	100%	100%	100%	85%	85%	85%	100%	85%	0%	**87%**
DSC (3885)	100%	70%	70%	70%	70%	70%	70%	70%	32%	31%	31%	0%	**57%**
EAAP (6125)	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	0%	**92%**
EMSA (4120)	100%	77%	56%	59%	46%	45%	44%	43%	25%	25%	13%	0%	**44%**
FI$Cal (8880)	100%	100%	85%	85%	85%	85%	85%	85%	85%	85%	21%	0%	**75%**
FPPC (8620)	70%	70%	70%	62%	58%	58%	45%	44%	43%	40%	21%	0%	**48%**
GOBIZ (0509)	70%	70%	70%	70%	70%	62%	40%	33%	27%	28%	17%	0%	**46%**
GOVOPS (0511)	100%	100%	100%	100%	100%	100%	100%	100%	85%	85%	13%	0%	**82%**
LHC (8780)	100%	100%	100%	100%	100%	100%	100%	100%	85%	85%	25%	0%	**83%**
MHSOAC (4560)	85%	85%	85%	85%	85%	85%	85%	85%	85%	33%	31%	0%	**69%**
OAL (7910)	70%	70%	85%	70%	70%	70%	70%	70%	70%	70%	70%	0%	**65%**
OIG (0552)	100%	100%	100%	100%	100%	100%	100%	100%	100%	85%	85%	0%	**89%**
OSI (0531)	85%	85%	85%	85%	85%	85%	85%	85%	77%	29%	20%	0%	**67%**
OSPD (8140)	100%	100%	100%	100%	100%	100%	100%	85%	85%	85%	85%	0%	**87%**
RMC (3825)	100%	100%	100%	70%	58%	58%	53%	58%	10%	10%	13%	0%	**52%**
SDRC (3845)	100%	100%	100%	100%	100%	100%	100%	100%	70%	70%	13%	0%	**79%**
SILC (5170)	100%	85%	85%	85%	85%	85%	85%	85%	85%	85%	58%	0%	**77%**
SMMC (3810)	85%	85%	85%	85%	70%	70%	70%	70%	70%	70%	70%	0%	**69%**
SNC (3855)	100%	100%	70%	70%	70%	70%	39%	39%	28%	26%	16%	0%	**52%**
SSC (1690)	100%	100%	100%	100%	100%	100%	100%	100%	85%	85%	13%	0%	**82%**
SSJDC (3875)	100%	100%	100%	85%	70%	70%	70%	70%	29%	28%	18%	0%	**62%**
TAHOE (3125)	70%	70%	70%	70%	70%	62%	46%	46%	44%	38%	13%	0%	**50%**
Overall	**91%**	**89%**	**87%**	**85%**	**81%**	**81%**	**77%**	**76%**	**62%**	**56%**	**40%**	**0%**	**69%**

Year End Close Tasks for FI$Cal Depts

STEP	TASK
1	• Update SpeedCharts, Task IDs and SpeedTypes due to expiring ChartFields or Budget Combinations at this time
2	• Close PO encumbrances attached to Appropriations which expire on 6/30
3	• Evaluate current Operating Budget Structure configuration and if modifications are required please contact FSC by 6/30
4	• Enter FY2016 Operating Budgets before 7/14 if Control or Track with Budget. Please place activity on hold if request sent to FSC to modify Budget Structure
5	• FY2016 Appropriation Budget will be posted by 7/14
6	• Submit select Governmental Fund Financial Statements to SCO by 8/1
7	• Submit Non-Governmental and all remaining Fund Financial Statements to SCO by 8/22

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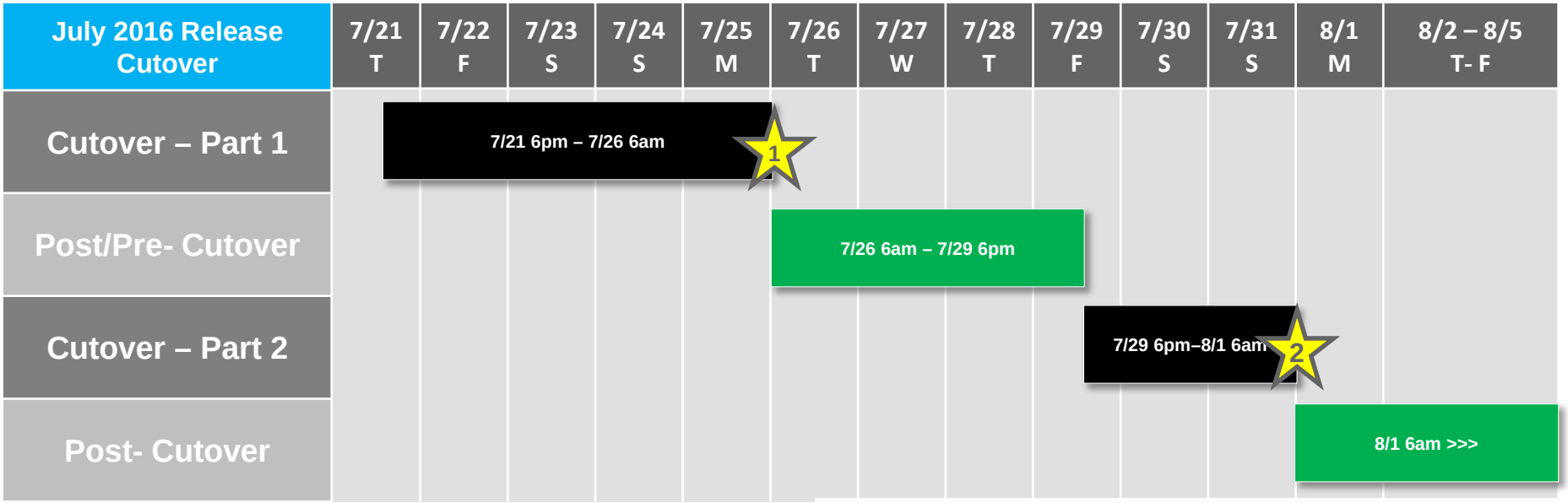
FI$Cal
One state. One system.



July 2016 Release Cutover – Part 1

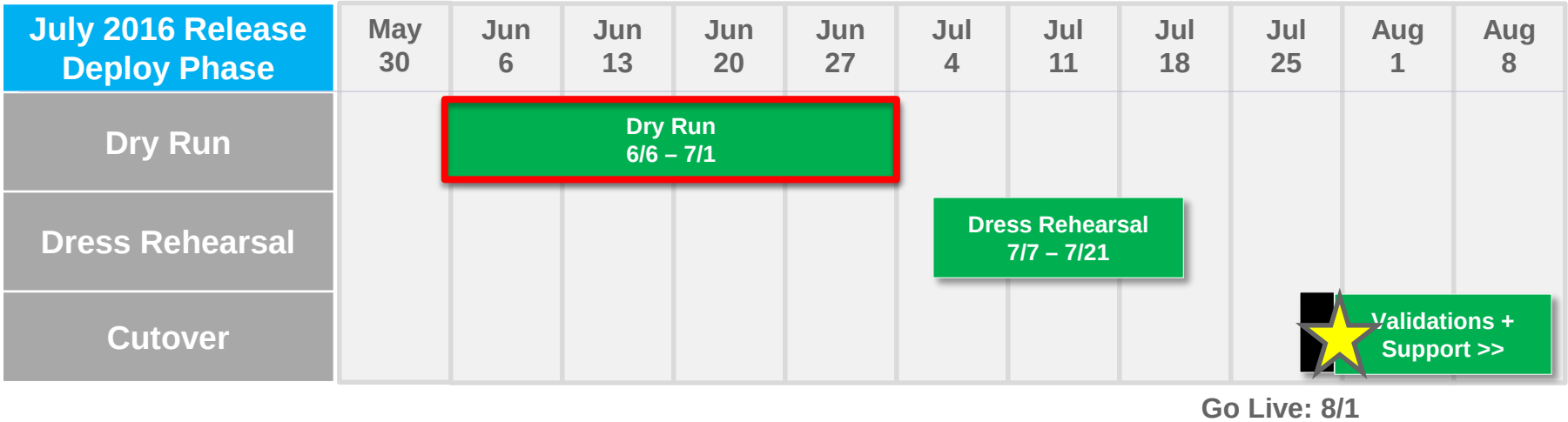
- PeopleSoft and Cal eProcure are unavailable
- PeopleSoft v9.1 is upgraded to v9.2 on 12c and new IAM for existing FI$Cal users
- 2016 Departments and ABMS Code and Config migrated
- OBIEE, GRC, and Primavera upgraded during post cutover
- FI$Cal PeopleSoft and Cal eProcure are available on 7/26

July 2016 Release Cutover – Part 2

- PeopleSoft is not available for Dept users
- Data is converted for DGS ABMS and new Departments during pre-cutover and cutover
- DGS ABMS and new Departments users go-live on PeopleSoft v9.2 on 8/1
- Existing users and new DGS ABMS, Departments and Statewide Budgeting users go-live on Hyperion Budgets 2.0 on 8/1

PeopleSoft Production Outage

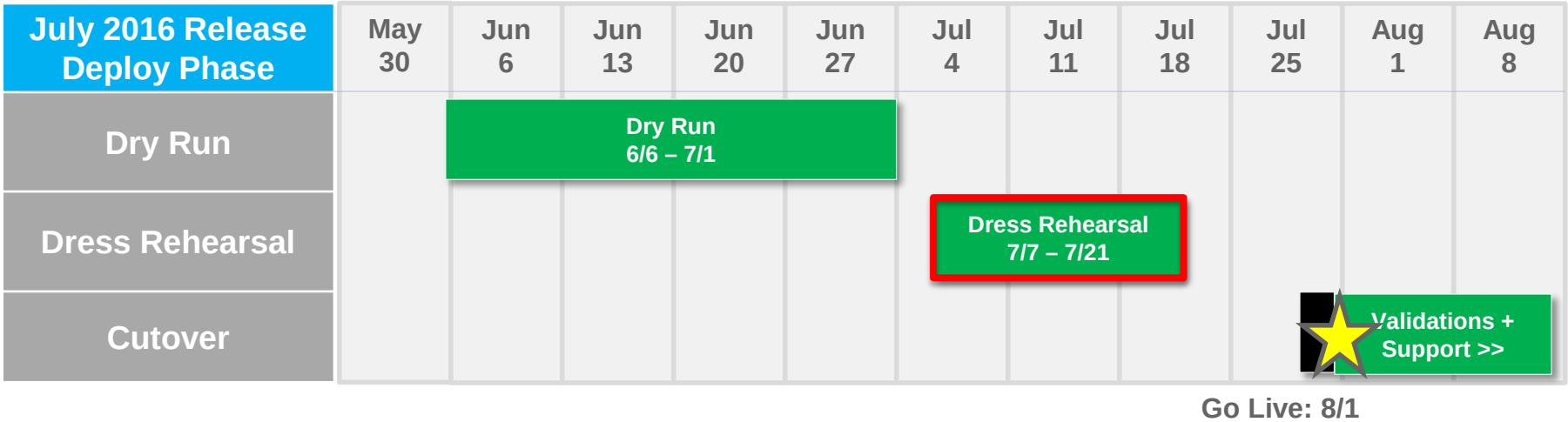
PeopleSoft Production Available



Go Live: 8/1

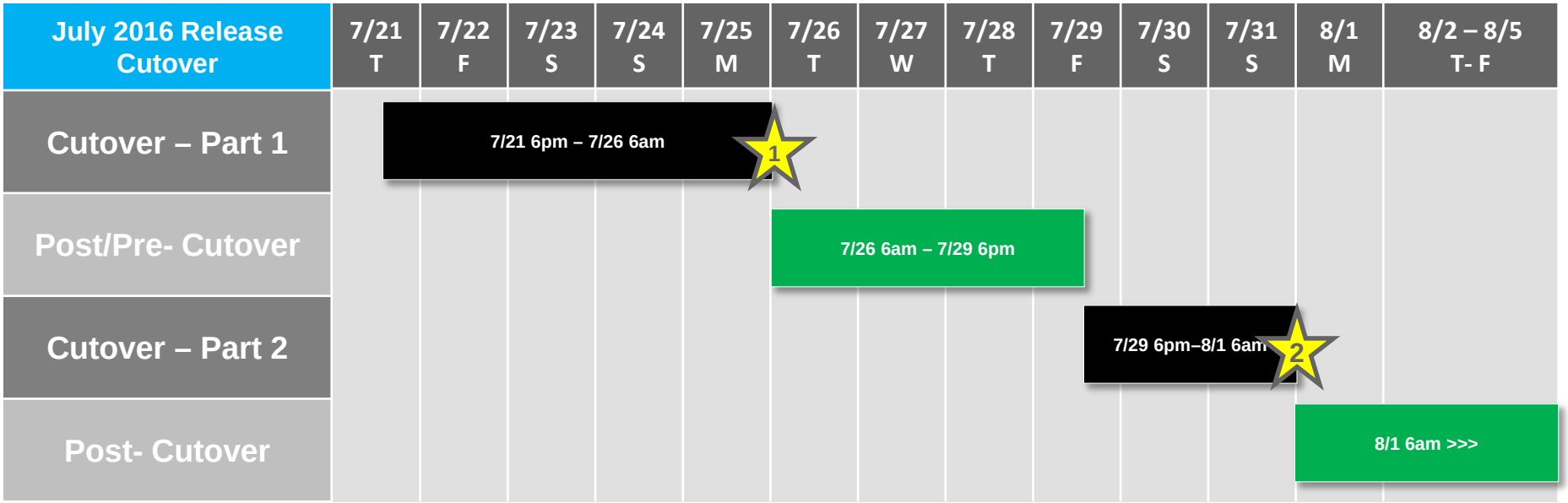
Key Dry Run Conversion Activities for 2016 Departments

- ✓ Conversion files from Departments were due 6/13
- ✓ Departments participated in conversion execution activities with FI$Cal from 6/14 – 6/24
- ✓ Departments currently validating conversion data and practicing manual conversions at FI$Cal from 6/27 – 6/30



Key Dress Rehearsal Conversion Activities for 2016 Departments

- Dress Rehearsal is planned from 7/7 – 7/21
- Conversion files from Departments are due 7/6 for 2016 Departments
  - Dress Rehearsal files must represent year-end close transactions/balances
  - Successfully processed Dress Rehearsal files will be used for Cutover as well
  - Any transactions NOT included in the Dress Rehearsal files must be entered MANUALLY post go-live
- Dress Rehearsal Conversion Validations will occur week of 7/18
  - Schedule will be communicated by 7/13



Key Cutover Conversion Activities for 2016 Departments

- Data Staging and Loading will occur during pre-cutover and Cutover – Part 2
  - Successfully processed Dress Rehearsal files will be used for Cutover
  - Setup in FI$Cal all external and employee vendors required for conversions by 7/21
- Departments will validate conversion data and enter manual conversions at FI$Cal from 8/1 – 8/5

Cutover Freeze Dates – Production

- **What** is a production fix freeze date?
  - This is the last day in which the project team can make break/fix or enhancement changes in the production environment before go live
- **When** is the production freeze date?
  - **7/1 ("hard" freeze)** - Only business critical break/fix and enhancements updates will be considered for deployment prior to go-live after 7/1
- **Why** a production fix freeze date?
  - We need to retrofit all code fixes to the new PeopleSoft 9.2 before Cutover
- **What** do the production fix freeze dates mean for me?
  - Some fixes may be pushed to post go-live

Cutover Freeze Dates – Security

- **What** is a role mapping freeze date?
  - This is the last day in which the project team can update the user role mapping before go live (Note: FSC will process requests after go live using defined security update process)
- **When** is the role mapping freeze date?
  - **2016 Departments – 6/10**
  - **FI$Cal Departments – 7/13** – Last day for access fulfillment requests to be considered before go-live
- **Why** a role mapping freeze date?
  - We need clean, static role mapping data to load into Production
- **What** do the role mapping freeze dates mean for me?
  - Deadline is past for 2016 Departments. FSC will work update requests after go live

Cutover Freeze Dates – Configuration

- **What** is a configuration freeze date?
  - This is the last day in which the project team can update the online configuration before go live (Note: FSC will process requests after go live using the defined Configuration Modification Request Form process)
- **When** is the configuration freeze date?
  - **7/1 -** Updates received prior to 7/1 will be in before go live (major configuration overhauls may be an exception)
- **Why** a configuration freeze date?
  - We need clean, static configuration data to load into Production to support our Cutover/Conversions
- **What** do the configuration freeze dates mean for me?
  - Send in any last configuration updates by 7/1

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Cutover for CALSTARS Departments

Key CALSTARS Processes for Conversion

- Do not post any claim schedule transactions in CALSTARS after the SCO cut-off date of 6/15 to eliminate the conversion of Claims-in-Process (GL 3020). After 6/15, departments may only record claim schedules with expedite payment processing to ensure payment by 6/30
- The General Cash Remittance In Transit (GL 1115) must have a zero balance by 6/30
- Departments must order the conversion files for dress rehearsal on July 1, 2016 using the CALSTARS Menu G.2. Department must order a hard copy and/or dataset of the following CALSTARS reports:
  - D06 report - Document Report by Appropriation
  - D16 report - Document Report for SCO Reconciliations
  - B04 report - Detail Report of Appropriation Status
  - B06 report – Budget Report

NOTE: These CALSTARS reports must be ordered on July 1, 2016 with output destination of "N1"; report period option of "PM"

Cutover for CALSTARS Departments (cont'd)

- After 6/30, departments should limit FM12 transactions to those already recognized by SCO. Any adjustments to encumbrances or accounts receivable need to be posted in FM 13
- Any corrections to reconcile or adjustments must be recorded in FM 13 as accruals. The same correction should be recorded in FM01 in FI$Cal except for reverting appropriations
- All transactions posted in FM 13 should have an auto-reverse batches
- All transactions recorded after the cut-over conversion of 6/30 necessary for FM 01 transactions must be manually posted into FI$Cal

Cutover Impacts to SCO Warrant Processing

- During cutover, departments are able to work offline using a paper-based process (Requisition, Purchase Order [STD. 65], the manual claim process to the State Controller's Office [SCO]) or the Office Revolving Fund (ORF) account for emergency transactions
  - Paper-based transactions that are processed during cutover will need to be keyed into FI$Cal when cutover is complete
- In order to comply with the FI$Cal Cutover schedule, the FI$Cal July 2016 SCO Warrant pay cycle will run as follows:
  - Daily July 5 2016 through July 19th. This will be the final pay cycle for approved vouchers before the 9.2 cutover resulting with a warrant issue date of July 25, 2016 unless otherwise specified
  - July 26 – 27, 2016 with an issue date between August 1 – 2, 2016 unless otherwise specified

Cutover Impacts to SCO Warrant Processing

- Normal SCO Warrant pay cycle processing will resume on 8/1. If a department needs to expedite a warrant payment, a paper claim schedule should be submitted to the SCO

Cutover Impacts for Statewide Procurement

- During the cutover outage, Cal eProcure (the public procurement portal) will not be accessible (CSCR, SB/DVBE certification application, searching for LPAs, searching for SB/DVBEs)
- More information will be provided to departments on any steps that may be needed regarding advertised solicitations in CSCR
- FI$Cal will be partnering with DGS to communicate to the vendor/bidder community about the outage schedule and its impacts

Interface Update – CalATERS Processing

Current FI$Cal Departments:

Dates	Task
07/05/16-07/22/16	• Business as usual for FI$Cal Departments
07/22/16 (EOD)-08/01/16	• FI$Cal CalATERS processing on hold for 2016 Release Cutover activities • Current FI$Cal Departments will need to process any urgent advance payments outside of FI$Cal
08/01/16	• CalATERS catch-up processing starts 08/02/16 • Advances from 07/22/16–08/01/15 will be put on hold as part of cutover. CalATERS Advance files will be processed starting 08/02/2016
08/01/16-08/12/16	• Manually record any Travel Advance payment references for already paid advances outside of FI$Cal • Run pay cycle for unpaid advances to pay from FI$Cal • Manually apply applicable Expense vouchers to ORF Advance Vouchers

Interface Update – CalATERS Processing

2016 Release Departments

Dates	Task
07/01/16-08/01/16	• Release 2016 Departments continue to process CalATERS transactions outside of the System
07/29/16 (EOD)-08/01/16	• FI$Cal adds Release 2016 Departments to FI$Cal CalATERS Configuration • CalATERS File processing on Hold for Release 2016 Deployment activities
08/01/16	• CalATERS catch-up processing starts night of 08/02/16 • Advances from 07/22/16–08/02/16 will be put on hold as part of cutover after CalATERS files have been processed
08/01/16-08//16	• Validate configurations and Employee Vendors • Manually record any Travel Advance payment references for already paid advances outside of FI$Cal • Run pay cycle for unpaid advances to pay from FI$Cal • Manually apply applicable Expense vouchers to Travel Vouchers

Interface Update – CalATERS Processing

All Departments

Dates	Task
By COB 07/22/16	• Current FI$Cal Departments manually load and validate LD configuration for Fiscal Year 2016
07/29/16-08/01/16	• LD configuration for Release 2016 Departments is loaded during cutover processing
By COB 08/01/16	• Labor budgets are loaded for Wave 1 and Wave 2 Departments
08/01/16-08/12/16	• All Departments validate LD configuration • Preparation for processing July payroll into FI$Cal
08/15/16	• All Departments run Labor Distribution for July payroll
By COB 08/16/16	• Labor budgets are loaded for all FI$Cal departments

Pre-Cutover Tasks - 9.2 Upgrade

Departments transacting in FI$Cal need to complete the following pre-cutover tasks for the PeopleSoft 9.2 Upgrade by 5pm on Wednesday, 7/20

MODULE	PRE-CUTOVER TASKS
Accounts Payable	• Clear all voucher posting or build errors • Complete processing of voucher build interface transactions • Complete processing of any in progress Pay Cycles • Approve all in progress vouchers pending approvals • Vouchers requiring SCO approval must be submitted to SCO by 7/8
Accounts Receivable & Billing	• Clear invoice processing errors • Complete Billing Interface transactions • Successfully post pending open receivables transactions (e.g. pending items, payment worksheets, maintenance worksheets). Transactions will need to be processed by AR Update

Pre-Cutover Tasks - 9.2 Upgrade (cont'd)

Departments transacting in FI$Cal need to complete the following pre-cutover tasks for the PeopleSoft 9.2 Upgrade by 5pm on Wednesday, 7/20

MODULE	PRE-CUTOVER TASKS
Procurement	• Specific instructions regarding advertisements in CSCR will be coming soon.
Asset Management	• Complete in progress Asset Management interface load transactions in FI$Cal
Project Costing, Contracts & Grants	• Process or cancel Customer Contract amendments in Pending or Ready status

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First 60 Days – New Departments

STEP	DATE	ACTIVITY	WHO/HOW
Part A – Conversion Finalization			
A.1	**8/1/16 - 8/5/16**	Conversion validation	• New Departments • At FI$Cal, with FI$Cal support
A.2	**8/1/16 - 8/5/16**	Manual conversions	• New Departments • At FI$Cal, with FI$Cal support
A.3	**8/1/16 - 8/5/16**	Prior year adjustments after conversion file submissions or conversion kick-outs	• New Departments • Begin: At FI$Cal, with FI$Cal support • Continue: At office, if not completed
Part B – Department Configuration Setup			
B.1	**ASAP - 8/12/16**	Validate Chart of Account (COA) values	• New Departments • At FI$Cal, with FI$Cal support
B.2	**ASAP - 8/12/16**	Set up operating budgets (online or using upload)	• New Departments • At FI$Cal, with FI$Cal support

First 60 Days – New Departments (cont'd)

STEP	DATE	ACTIVITY	WHO/HOW
Part C – Begin Transacting			
C.1	**8/12/16 - 9/2/16**	Enter catchup transactions (from July 2016 period)	• New Departments • FI$Cal support available through User Support Labs
C.2	**8/19/16 - on-wards**	Enter current transactions (post -July 2016 period)	• New Departments • FI$Cal support available through User Support Labs
Part D – Begin Month End Closing (MEC) Process			
D.1	**9/2/16 - 9/16/16**	Close July 2016 in FI$Cal	• New Departments • Attend MEC support session at DOF
D.2	**9/16/16 - 9/30/16**	Close August 2016 in FI$Cal	• New Departments • Attend MEC support session at DOF

First 60 Days – Don't Forget

MODULE	ACTION TO TAKE
General Ledger	• Establish ORF • Enter operating budgets • Confirm Allocations • Verify LD Configuration - Setup and verify new employee settings
Accounts Payable	• Setup new external suppliers • Setup new employee suppliers • Enter any paper claims as claims vouchers via second user ID • Record manual payments for ORF vouchers for July • Enter PO vouchers for paper claims that are associated to a PO and link to a PO in FI$Cal • Enter 1099 paper claims as 1099 manual payment vouchers
Procurement	• Request from FSC to close 6/30/16 PO Budget Period following PO conversion validation or manual entry conversion • Enter encumbrance only PO's as amount only • Validate Pcard-Cardholder information setup by FI$Cal • Enter catch-up transactions

First 60 Days – Don't Forget (cont'd)

MODULE	ACTION TO TAKE
Accounts Receivable & Billing	• Request from FSC to close 6/30/16 AR Period following AR conversion validation or manual entry conversion • Enter catch up transactions
Project Costing, Contracts & Grants	• Validate Fund Distribution rules • Enter catch up transactions for Projects, Contracts, Grants, Funding Agreements, Fund Distribution rules
Asset Management	• Add any Assets that were missed during cutover • Request from FSC to close 6/30/16 AM Period following AM conversion validation or manual entry conversion

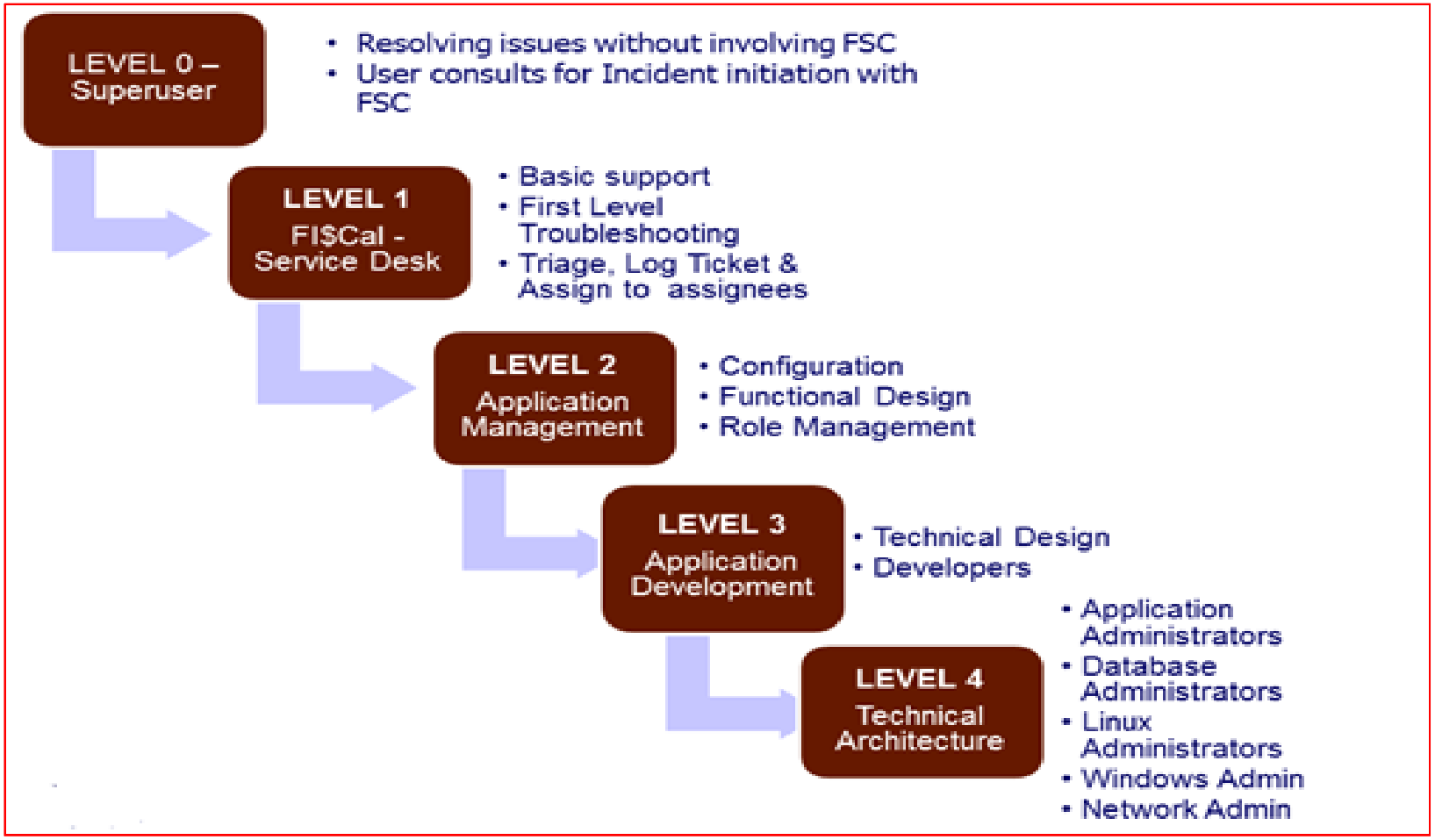
Agenda

- UAT Update
- Month End Close / Year End Close (MEC/YEC) Update
- Cutover to FI$Cal Update
- Processing Impacts
- First 60 Days
- FI$Cal Service Center (FSC) Update
- Next Steps

FI$Cal Service Center (FSC) – Mission

- Vision
  - To provide our clients the best end to end FI$Cal user experience with dedicated customer support, clear effective communication, and fast, high quality service delivery
- Mission
  - To serve the best interest of the State and its citizens by providing excellent support and services to the FI$Cal customers

FSC – Structure and Services



FSC – Contact Information

Email: fiscalservicecenter@fiscal.ca.gov

Voice: (855) FISCAL0 (347-2250)

Web: http://www.fiscal.ca.gov/access-fiscal/

Access FI$Cal

Welcome to Access FI$Cal. This page provides you with access to the FI$Cal System, maintenance information, access to training, and access to the FI$Cal Service Center.

Access the FI$Cal application.

Access FI$Cal Service Center Information.

Access the FI$Cal Training Academy.

Access application maintenance notices.

Outage Notification:

- **Tuesday, 06/14/16 5:00 AM to 8:00 AM:** Hyperion will be unavailable due to planned maintenance. PeopleSoft will not be affected.
- **Friday, 06/17/16 5:00 AM to 8:00 AM:** Hyperion will be unavailable due to planned maintenance. PeopleSoft will not be affected.
- **Saturday, 06/18/16 3:00 AM to 8:00 AM:** Both PeopleSoft and Hyperion will be unavailable due to Monthly Production Planned Maintenance.
- **Saturday, 06/18/16 5:00 PM to Sunday, 06/19/16 6:00 AM:** Both PeopleSoft and Hyperion will be unavailable due to Monthly Production Planned Maintenance.

Known Issues:

All PeopleSoft data integrity errors and related issues have been resolved. The FI$Cal Production PeopleSoft environment has been fully restored.

Important Information:

For information on bidder and supplier activities, please use Cal eProcure (https://caleprocure.ca.gov). Cal eProcure is the new vendor portal that will replace BidSync.

FI$Cal Release Notes:

FI$Cal System release notes on issues impacting end users are now posted online.

FSC – Incident Types

- Service Restoration
  - A service restoration incident is a “break/fix” scenario; the system is not working as designed and a fix is required.

Examples: Errors, Repairs, Process or Batch Failures, Performance Issues

- Service Request
  - A service request incident is a change, enhancement, or assistance with a user procedure where the system is otherwise working as designed.

Examples: Business Process Support, User Account Maintenance, Configurations

What are Restorations?	What are Requests?
“It is broken”	“I need help”
“It is not working”	“I need training”
“I am getting an error”	“I don’t know how to…”
“I am unable to connect”	“It would be nice if the System..”
“I can’t do my job”	“Can you change something for me?”
“Something isn’t working right”	“Can you change security roles for me?”

FSC – Incident Ticket Management

- **Step 1: <u>Intake</u> - One incident/request per ticket and one ticket per incident/request**
  - Tickets can be associated to each other & Agents see your prior history.
  - Relationships are used for items that are important for investigation and future reference
- **Step 2: <u>Resolution</u> - The incident initiator/requestor confirms the incident/request resolution**
  - If the resolution is satisfactory, the initiator/requestor sends an email confirmation indicating that the resolution is satisfactory. The incident/request can now be Resolved.
  - If the resolution is not satisfactory, the initiator/requestor sends an email indicating that the resolution was not satisfactory. The incident/request can be reopened.
- **Step 3:<u>Resolved → Closed</u> after 5 days**
  - 5 days after you receive automatic resolution notification email the incident will automatically set to Closed

FSC – Be Careful Sharing Data

- Do not email sensitive or confidential data to FSC
- Consider what you are sending - Data shown in a screen shot or image
- If your problem involves sensitive data, please call FSC first
  - FSC will help you on the phone to redact the sensitive data
- To share information on your screen, consider WebEx screen sharing tool

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Next Steps

- **Attend** the final Department Transition Meeting:
  - Wednesday, July 13, 2016 from 1:00 to 3:00 p.m.

- **Topics will include:**
  - Open Defects and Workarounds
  - Department Support Teams for Post-Go Live
  - Training Updates
  - Additional UAT Updates
  - Additional Cutover Updates
  - FI$Cal Service Center (FSC) Updates
  - And More…

FI$Cal Project Information:

http://www.fiscal.ca.gov/

or e-mail questions to the FI$Cal Project Team at:

fiscal.cmo@fiscal.ca.gov