

FI\$Cal *Focus*

FI\$CAL: TRANSPARENCY. ACCURACY. INTEGRITY.

THE FISCAL SERVICE CENTER IS HERE TO HELP!

At go live, the FI\$Cal Service Center (FSC) will be available for Wave 1 Departments. This is the help desk that will support Wave 1 Departments after go live. The FSC is manned by staff at the Evergreen location and will address questions regarding the FI\$Cal application and business processes for Wave 1.

If a user forgets their password, cannot process a transaction, or encounters an error message within the application, reach out to the FSC. If a department needs to update end-user security, or needs to update a security authorization form, reach out to the FSC.

If an end user cannot access the FI\$Cal home page, www.fiscal.ca.gov, or cannot launch the FI\$Cal application link, the end user may need to work with their own department's IT support staff first. It may be a connectivity issue.

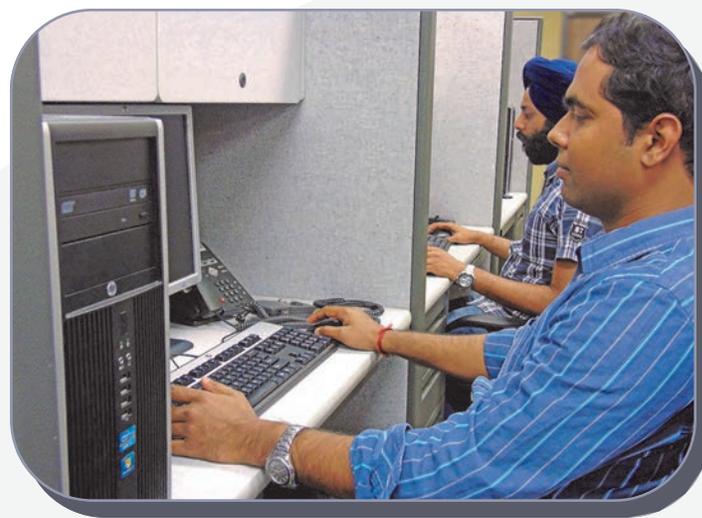
Wave 1 Departments have designated a few people to act in the Super User role. These individuals are the first line of help for end users. These people have gone through training, and in many cases, attended the business process workshops, role mapping, vendor file validations and other critical meetings. They are knowledgeable in-house resources. Super Users are people to reach out to for quick help on things like: "where can I find the training materials on purchasing?" or "do you remember how I navigate to my work list?" If a Super User does not have the answer, reach out to the FSC.

For Wave 1 Departments, FI\$Cal Readiness Coordinators (RC) will continue to work with you on your Wave 2 readiness activities. If questions

arise about Wave 1 transactions, the RC will point you to the FI\$Cal Training Academy or to the FSC. Questions related to the FI\$Cal application, security access for end users, or transactional support for a business function should be directed to the FSC.

The FI\$Cal Training Academy will continue to be accessible after go live. Remember FI\$Cal will have secondary user training and user support labs through August. If a Wave 1 Department needs additional training, or needs more help, please send us an email through the CMO mailbox, fiscal.cmo@fiscal.ca.gov.

For departments not in Wave 1, the mechanism for support or questions is to reach out to the FI\$Cal Change Management Office fiscal.cmo@fiscal.ca.gov.



ABDUL'S PERSPECTIVE

A Message From FI\$Cal Project Leadership

I am excited to join the FI\$Cal Project as the Assistant Deputy Director for the Technology Team, having been involved in the successful Enterprise Resource Planning (ERP) implementation at the California Department of Corrections and Rehabilitation (CDCR) as well as other Enterprise Systems' implementation work at CDCR, Accenture and Intel over the last sixteen years!

"This Project will provide all of the benefits of an integrated System"

I feel fortunate to work with a group of highly skilled, dedicated and smart people at FI\$Cal and a strong leadership team, from whom I see a lot to learn. With my sixteen years of ERP experience, I hope to provide a vision and a clear direction to the FI\$Cal State

technical staff with the ERP System implementation, collaborate with the rest of the Project team members and eventually help to successfully operate and maintain this System!

This Project will provide all the benefits of an integrated System for all State agencies and departments, improving transparency, and operational efficiencies with the Accounting, Budgeting, Cash Management, Procurement and other critical business processes. Currently, we are in the midst of implementing these business functions for 15 departments and about 1,500 end users. The Project team is focused and determined to get to the finish line of going-live successfully in July 2014!

Abdul Shaik is FI\$Cal's Assistant Deputy Director of the Technology Team

DEPARTMENTAL END USER RESOURCES AVAILABLE

This is an exciting time for the State of California. The Project recognizes how important the next month is to ensuring the readiness to go live on July 1. It is crucial to keep the momentum going...together we will reach July 1 and be ready to be live in FI\$Cal. As part of the transition, Departments will have multiple channels of support available:

Transition Department Information Sessions — Department Sponsors and key Subject Matter Experts will attend sessions at FI\$Cal to learn about the transition to FI\$Cal. The Project will walk-through the transition timeline and status, Open Items or items for Departmental awareness, defects/workarounds and the impact to Departments, proposed workarounds, and the progress of final cutover. Invitations to these sessions have been sent to Department Sponsors and Department Liaisons.

End User Support Labs — Beginning in June, and running through August, FI\$Cal will hold end user support labs. These labs support training delivery. After a Department end user has been trained, they may find that they need additional time to walk through how to do a transaction from their everyday workload. In End User Support Labs, an end user can come in and receive additional training and business process support from the FI\$Cal team.

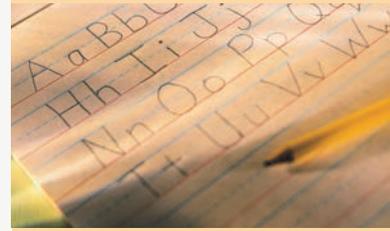
FI\$Cal Service Center — Departments going live on July 1 will begin to use the FI\$Cal Service Center (FSC) for application and business support. Departments will be able to call the FSC for issues with the application. Departments may choose to call or email the FSC with business requests, such as requesting a configuration value update, or updating an end user role.

FI\$Cal Training Academy — Departments will be able to access FI\$Cal training materials through the FI\$Cal Training Academy (FTA). Training courses delivered via the User Productivity Kit and job aids will be available for use by Departments.

More information will be shared with Departments as we get closer to go live. Department Liaisons will receive communications that can be shared with end users. In the meantime, if there are questions, please contact the CMO via fiscal.cmo@fiscal.ca.gov.

GLOSSARY

This section features acronyms or definitions for the FI\$Cal Project. For a list of additional terms, please visit our website at www.fiscal.ca.gov.



Department Support:

Activities or meetings to update Departments on the FI\$Cal Project and support them in their ongoing efforts to prepare for the FI\$Cal implementation and transition. Examples of Department Support activities include: sponsorship outreach, Department Readiness meetings, DLN meetings, and engagement, coaching, or working sessions.

FI\$Cal Training Academy:

The Learning Management System deployed by the FI\$Cal Project to ensure all FI\$Cal end user training needs are effectively and efficiently met.

Super User:

Individuals within a department who have received additional training in the use of the System and act as the first tier of Help Desk support for end users in that department.

User Productivity Kit

(UPK): An Oracle tool Integrated with PeopleSoft used to develop online simulations, used during classroom training to demonstrate process steps to users.

User Support Labs:

Training labs where users will be able to bring in real-life examples and get support as they perform the transaction in the practice environment.