



FI\$CAL USER COMMUNITY FORUM

DATE: THURSDAY, SEPTEMBER 8, 2016

TIME: 1:00PM – 3:00PM

LOCATION: CALTRANS, 100 S. MAIN ST, LOS ANGELES, CA 90012

ROOM: CONFERENCE ROOM

Facilitators:	Michael Muth Bill Harrigan Wes Riley
Meeting Purpose: Type of Meeting:	Southern California FI\$Cal User Community Forum

AGENDA TOPICS/MINUTES

#	Topic <i>[Brief description]</i>	Presenter <i>[Name]</i>
1	Introduction/Agenda/Project Status	Michael Muth
2	Tricks & Tips – "SCO/STO Functionality beginning July 2017 and How It Will Impact Your Department"	Bill Harrigan
3	FSC: What We've Heard From You/Close	Wes Riley

QUESTIONS AND ANSWERS

Q1. Will departments have access to all of the data we submit on FI\$Cal after it workflows to SCO?	A1. Yes. All of your vouchers are in one place. You can access your information with a voucher ID but you need to have the appropriate role. You may want to hold on to your invoices for any onsite audits.
Q2. Is payroll outside of the scope of FI\$Cal?	A2. Yes, payroll is outside of the scope of FI\$Cal.
Q3. Does your staff perform all the same tasks at the FI\$Cal Service Center?	A3. No. When you send a service ticket, the first level staff creates an email and signs it off. If they can resolve the ticket, then they will get it done at level one. If they can not, level one will send the ticket to level two staff, business process experts. We have four levels of staff. Most tickets will get resolved at level one and two. Some tickets will proceed to level three. Level four is working directly with Oracle. We have three vacancies in level two, but our priority is staffing level one.



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Q4. Is the knowledge between staff being shared at the FI\$Cal Service Center?

A4. Yes. We are currently building a knowledge base so that in the future there is nothing we haven't seen. When we come across a difficult problem, we spend time researching it. When we come across the similar problem for the second time, we will have documentation to give answers to other customers.

Q5. When we are submitting a web ticket, what should departments do when they need to submit multiple images?

A5. You can only attach one file, so you can copy and paste multiple screen shots or images on a Microsoft Word document.

Q6. When my department goes live, I will call your staff about processes in CalSTARS, is your staff knowledgeable on CalSTARS?

A6. Yes, when you call, the person answering the phone will likely not know detailed information about CALSTARS. However, they will log the details of your question and quickly route it to the second-level staff we have who can best assist you on CALSTARS and other state business processes.

Q7. What vendor was used to create this System?

A7. Accenture.

Q8. How do we access available inquiries or reports?

A8. Through the job aids, you can identify what is currently working, but not all of them are functioning. For a monthly report, contact your task force or Readiness Coordinator. Those individuals know CalSTARS and they will be your best contact. We partner directly with DOF for monthly activities. The Retention Unit is a new unit and they will also be a resource. We are also focusing on a month-end close and year-end close, where a Retention Unit will mimic what Readiness does, so you will have a dedicated retention team to assist you.



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<p>Q9. Please address this concern. Some functions for purchase orders that I experienced with the FI\$Cal Service Center is figuring out a way to tag products for tracking purposes before they go out into the field. Asset Tracking needs to go through our office first. Otherwise, orders will be put into service, and our department will need to track orders down.</p>	<p>A9. We are working on this.</p>
<p>Q10. Some users need to change their passwords multiple times. One user in our department needed to change her password twenty times in two days. Why are users having reoccurring issues?</p>	<p>A10. I know this particular case. There are some conversion issues. There has been some technical issues with the infrastructure. We log into System eight times correctly and the ninth time the credentials are incorrect. Have these users contact FSC so we can address the situation.</p>
<p>Q11. FI\$Cal kicks me out of the System when I'm in the middle of a transaction?</p>	<p>A11. Please submit a ticket. There is a logout period after inactivity, but this situation does not happen often.</p>
<p>Q12. We are trying to engage early on to learn about our roles and DADs because we want to be prepared and knowledgeable. How do we find our DAD?</p>	<p>A12. FSC or the director can assign a DAD for a department. It changes because we get requests to remove DADs.</p>
<p>Q13. Who is my RC?</p>	<p>A13. The Readiness Coordinator (RC) has been identified by your department. The DAD is a high level role that submits authorizations. Your Department Liaison will work with FI\$Cal for communication to get information.</p>
<p>Q14. Is there an easy way for me to access payment information?</p>	<p>A14. View Direct is a program to access the SCO payroll related information.</p>
<p>Q15. Is there some type of data security system?</p>	<p>A15. SCO focuses on security. Security is useful for us to monitor who is in the System.</p>
<p>Q16. If all of our purchase orders are going into FI\$Cal, whose training us?</p>	<p>A16. Our methodology is to establish a group of super users, so they can be familiar with all the configurations and Chart of Accounts. Then, we will establish roles and access. You will have a training liaison to get your questions answered.</p>



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Q17. How often do you plan to stay in the Los Angeles area? It is very difficult to travel from Los Angeles to Sacramento. Sometimes things are being asked and we need to wait until tomorrow to receive an answer. That is a problem for people traveling from this area. We need answers when we are there.

A17. We need to take that question offline. We have to justify our travel. Face to face interaction can be more helpful, but please fill out your surveys to best support you.