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

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Chief Deputy Director

FI$Cal is now in its fourth year of implementation. Our next release is seven short months away. This 2017 Release will be a heavy lift that involves rolling out the State Controller's Office (SCO) and State Treasurer's Office (STO) control agency functionality as well as onboarding several departments.

With this release FI$Cal will become the state's Book of Record and all of FI$Cal's functionality will be in place. This means that all of the nuts and bolts of the FI$Cal system will be complete.

FI$Cal project staff has been hard at work preparing for this major milestone. We have made great progress but there is still a great deal to be done as we move towards the release. The good news is we have learned a lot and have experienced much success and are prepared for the work that needs to be accomplished in the coming months.

Over the next seven months FI$Cal staff will be engaging with departments on such activities as: business process workshops, one-on-one configuration workshops, SCO/STO statewide impacts information sessions, role mapping, and interface testing.

We want to ensure a smooth transition for our end users; as such, our engagement activities leading up to the 2017 Release will be a top priority.

There is a lot of work to be done over the next seven months, let's embrace this opportunity to reengineer the state's business processes together!

FI$Cal Welcomes Shanda Chaudhry to its Executive Team

Shanda Chaudhry has joined FI$Cal as the Assistant Deputy Director of the Strategic Planning and Communications Division.

Most recently Shanda was appointed by the Governor to be the Assistant Deputy Director of Legislation at the California Department of Technology (CDT). Prior to joining CDT in 2012, she served as a Senior Legislative Aide to Senator Curren Price from 2008 to 2012, a Senior Legislative Aide from 2004 to 2008, and an Executive Assistant from 2003 to 2004 to Senate President pro Tempore Don Perata.

Shanda has a Bachelor of Arts degree in Social Work from California State University, Sacramento.

FI$Cal Service Center Resource Page

Make sure to check out the FI$Cal Service Center's Resource page. It contains great information such as helpful "How to Videos" and End User Access Guides to help FI$Cal users.

Video On Demand

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

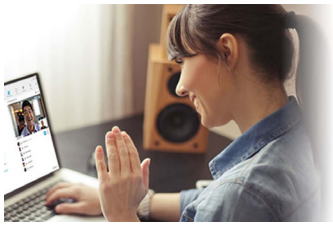
Current titles include "How to Clear Your Browser Cache I.E", "How to Clear your Cache in FireFox", and "Password Reset". Access these videos and more under General Resources on the FSC page.

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

WebEx Now Available

WebEx - a tool that enables FI$Cal Service Center (FSC) representatives to see the client's screen and better help them navigate solutions to their problems is now available to FI$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.



Retention Team in Development

FI$Cal is developing a Customer Retention Unit to provide additional support for transacting departments. The Customer Retention Unit will be an extension of our current FI$Cal Readiness Team.

Our Readiness Team provides Readiness Coordinators as points of contact to department liaisons. Readiness Coordinators assist departments not yet transacting in FI$Cal with onboarding activities. FI$Cal has recognized the need for a similar level of support for transacting departments and is actively recruiting a team of Retention Coordinators for the Customer Retention Unit.

Retention Coordinators will assist departments by coordinating FI$Cal and partner agency resources to support various activities, such as month end close/year end close, departmental authority/designee assistance, role mapping assistance, ongoing training and other functional support.

Retention Coordinators will maintain an action plan for each department which will include all open items and cover status, risks, issues, and next steps. Department liaisons will be able to contact their Retention Coordinator with comments, concerns, and escalations.

Once the Rentention Unit has been staffed, department liaisons will receive an email with more information about the Retention Unit from their Retention Coordinator.

FI$Cal Log In Issues

The Department of FI$Cal is aware that there have been issues that have negatively impacted the ability to log in or change a user password. FI$Cal has been working hard to resolve the issues that have caused these problems.

Many of the issues users were experiencing were caused by the July upgrade and Go Live cutover, and we do not expect these issues to carry forward. All known issues have been resolved with the exception of one issue that FI$Cal is working closely with Oracle to resolve.

The one remaining issue is intermittent and rare. This issue involves users experiencing a dark blue screen upon trying to log in that looks like the picture to the right. If you see this screen, please call the FI$Cal Service Center (FSC) by phone at 1-855-FISCAL0 (1-855-347-2250) for assistance.

The FSC is committed to mitigating any issues with the system as fast as possible. Please call the FSC rather than email if experiencing a problem with logging onto the system. This enables FSC staff to better troubleshoot login and access issues. FSC staff will stay on the phone with you until you are successfully logged into the system. Help is available via email but it just might take a little longer.

For immediate assistance please call the FSC at 1-855-FISCAL0 (1-855-347-2250) or fiscalservicecenter@fiscal.ca.gov .

User Community Forum

Our most recent User Community Forums took place September 8 at CalTrans Los Angeles and September 14 at the Ziggurat in West Sacramento.

Topics of discussion:

- *Project Status*
- *Changes when SCO/STO Control Agencies are Implemented*
- *FI$Cal Service Center: What we've heard from you!*

If you were unable to attend the Forum or if you want a copy of the presentation you can access it at our website.

Upcoming Forums

Sacramento - Thursday, October 20, 2016

For more information and how to register for these events, please visit our website.

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

October 2016

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
3 R17 Allocations Configuration Kick-off Loan Accounting BPW Customer Impact Committee (CIC) Meeting SCO/STO Rel. Journal Processing BPW	**4** R17 CNRA SP. Bfg. (Web Meeting) Interfaces & Conversions Support Session	**5** R17 Project Costing, Customer Contracts, and Grants Management Config. Wkshp. SCO/STO Release Training Pilot Kick-off	**6** R17 Project Costing, Customer Contracts, and Grants Management Config. Wkshp. CCCCO Sponsor Briefing (Web Meeting) Interfaces & Conversions Support Session	**7** CHRB, PERB, POST Sp. Bfg. (Web Meeting) Loan Processing BPW COA Configuration Workshop CDFW
10 R17 Allocations Configurations Kick-off Allocations Config. Wkshp.	**11** R17 DCA, SWRCB Sp. Bfg. (WM) Allocations Config. Wkshp. - CCC Allocations Config. Wkshp. - DOI Allocations Config. Wkshp. - CSAC Allocations Config. Wkshp. - POST Billing/AR BPW CalVet, CDFA, Mil., OES Sp Bfg(WM) CHHS Sponsor Briefing (WM) SCO/STO Statewide Impacts for W1, W2, R16 & R18 Dept. BPWs Interfaces & Conversions Support	**12** R17 Allocations Config. Wkshp. - DMHC Allocations Config. Wkshp. - SOS Allocations Config. Wkshp. - CalVet CSAC, DOI, SOS Sp. Bfg. (WM) CSO/STO Statewide Impacts for W1, W2, R16, R18, Deferred, & Exempt Depts. BPWs	**13** R17 Allocations Config. Wkshp.-Coastal Allocations Config. Wkshp.-DOC Allocations Config. Wkshp.-Energy\ Allocations Config. Wkshp.-Mil. Billing/AR BPW CSO/STO Release Interfaces Support Session for W1, W2, R16, R17, Deferred & Exempt Departments (SCO) Interfaces & Conversions Support Session	**14**
17 R17 LD Configuration Kick-off LD Config. Wkshp. - SCC SCO/STO Release Interfaces Support Session for R18 Departments (SCO)	**18** R17 Allocations Config. Wkshp. - CSD Allocations Config. Wkshp. - DCSS Allocations Config. Wkshp. - CCCCO Allocations Config. Wkshp. -OSHPD Interfaces & Conversions Support Session	**19** R17 Allocations Config. Wkshp. - DCA Allocations Config. Wkshp. - Parks Allocations Config. Wkshp. - CHRB Allocations Config. Wkshp. - DOJ	**20** R17 Allocations Config. Wkshp. - PERB Allocations Config. Wkshp. - CDFW Allocations Config. Wkshp. -SWRCB Monthly FI$Cal User Community Forum Interfaces & Conversions Support Session	**21**
24 R17 LD Configuration Kick-off LD Config. Wkshp. - CDFA LD Config. Wkshp. - CSAC	**25** R17 LD Config. Wkshp. - CCC LD Config. Wkshp. - DOI LD Config. Wkshp. - CSD LD Config. Wkshp. - POST Interfaces & Conversions Support Session	**26** R17 LD Config. Wkshp. - Coastal LD Config. Wkshp. - SOS LD Config. Wkshp. - CDFW LD Config. Wkshp. -CHRB	**27** R17 LD Config. Wkshp. - DOC LD Config. Wkshp. - OSHPD LD Config. Wkshp. - Energy LD Config. Wkshp. -SWRCB Interfaces & Conversions Support Session	**28**
31 R17 LD Config. Wkshp. - OES LD Config. Wkshp. - SCC				

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