

TeamWorks Agency Forum

June 2013

Two thick, curved lines in dark blue and gold sweep across the top of the page from left to right.

Welcome

Presentation Tips

- Please put your phone on mute. (Press *6 to turn mute on/off)
- Type questions in the Webinar question section.
- This will help to reduce disturbance and confusion during the presentation.
- There will be Q&A sessions after each topic and at the very end of the presentation

Purpose

- Enhance communication
- Provide transparency
- Provide information on current and/or upcoming strategies
- Discuss enhancements
- Allow Agencies to give feedback on what is important to them

Frequency

- Approximately every 4 months
- 2 identical meetings for convenience
- Will send future communications for upcoming Agency Forum meetings
- Will send the communications about a month prior to the meetings
- Next meetings – Sept. or Oct. timeframe

Today's Topics

- **TeamWorks Financials 9.1 Upgrade**
- **Fiscal Year-End**
- **CSC/SLO**
- **TeamWorks Online Training**
- **Large Projects**
- **Future Topics**
- **Q&A**

TeamWorks Financials 9.1 Upgrade

- **Go-Live – April 23, 2013**
- **Post Go-Live Issues**
- **Upgrade Documentation:**
 - <http://sao.georgia.gov/financials>
- **Contact the CSC for Questions**

Fiscal Year-End

- FY13 Key Dates are outlined below.
- These dates and FY14 dates are posted online at: <http://sao.georgia.gov/sao-calendars>

TeamWorks Period	Month	Close Date
12	June (GA Year End)	Friday 7/12/2013
998*	Adjustment Period	Close I - Saturday 07/13/2013 thru Friday 07/19/2013 (at 6:59 pm) Close II - Saturday 07/13/2013 thru Friday 08/02/2013 (6:59 pm)
999**	Year-End Close Processing	Close I - Friday 07/19/2013 (at 7:00 pm) thru Monday 07/22/2013 (at 7:00 am) Close II - Friday 08/02/2013 (at 7:00pm) thru Monday 08/05/2013 (at 7:00 am)

TeamWorks

CSC

Customer Service Center

SLO

Service Level Objectives

Triggering Event	Information in the E-mail
Initial email on creation of Ticket	<ul style="list-style-type: none"> • Ticket Number (Service Request (SR) Number) • Name of TeamWorks Support person who initiated the ticket • Summary of Issue
<p><i>Escalation to Tier 2</i> <i>(This email is not received if the ticket is resolved by Tier 1)</i></p>	<ul style="list-style-type: none"> • <i>Notification of ticket escalation to Tier 2</i> • <i>Reminder of contact from TeamWorks Support</i> • <i>Severity Assigned by Tier 2 (Note this security may be the same as assigned by Tier 1)</i> • <i>Link to Escalation Form</i> • <i>Link to the explanation of Severity Levels</i>
Ticket Resolution	<ul style="list-style-type: none"> • Ticket Number (Service Request (SR) Number) • Date and time Ticket was Opened • Problem Description • Resolution Summary • Notification that ticket will be closed after 10 days unless request to keep open is made • Name of the TeamWorks Support person who placed the ticket in Resolved • CSC contact information • Link to Escalation Form
Ticket Closure	<ul style="list-style-type: none"> • Date and time Ticket was Closed • Resolution Summary • Name of TeamWorks Support person who closed the ticket • CSC contact number • Link to Customer Satisfaction Survey

This table documents how SAO determines a ticket severity and the applicable ticket durations. When setting a severity level, one or all the factors in the table may be present.

Severity Level	Business and Financial Exposure	Number of Clients Affected	Workaround	HCM/ Financials Closed Time SLO	Security Closed Time SLO
Emergency	Issue/Application failure creates a serious business and financial exposure with statewide impact	Issue has an effect statewide	There are no acceptable workaround to the problem (i.e. the job cannot be performed in any other way)	3 Business days or less*	2-4 Business hours or less*
High	Issue creates serious business and financial exposure with multi-agency impact	Issue affects a large number of clients	There is an acceptable and implemented workaround to the problem (i.e. the job can be performed in some other way) but it may not be time/ cost efficient or results do not fully meet needs	5 Business days or less*	
Medium	Issue creates more than minimal business and financial exposure	Issue may affect only one or two clients		10 Business days or less*	
Low	Issue creates minimal business and financial exposure	Issue may affect only one or two clients	There is an acceptable workaround to the problem.	15 Business days or less*	14 Business days or less*

CSC/SLO Ticket Escalations

- The chart below outlines the escalation guidelines used to manage and control ticket resolution.
- Escalations should not be considered until the stated SLO times in the previous chart have expired.
- Escalations should follow the sequence outlined below.

<u>TICKET ESCALATIONS</u>				
1	2	3	4	5
SAO Agency Partner (IT) ¹	SAO Customer Service Center Manager	SAO Director of TeamWorks Support & Development	SAO CIO and Director of Client Service	State Accounting Officer
See Link: http://fs3.formsite.com/saoforms/form87/index.html?1296504144717	David Fields 404-463-6909 dfields@sao.ga.gov	Valerie Mejia 404-651-9168 vmejia@sao.ga.gov	Jill Cleaveland 404-651-7458 jcleaveland@sao.ga.gov	Alan Skelton 404-656-2133 askelton@sao.ga.gov

CSC/SLO Questions

The SLO information is posted on the SAO website:

<http://sao.georgia.gov/teamworks-service-level-objective>

*For a full document, contact your Agency CFO or Security Officer

Customer Service Center (CSC)

404.657.3956

888.896.7771

FSCM@sao.ga.gov

HCM@sao.ga.gov

SAO_PS_Access@sao.ga.gov

TeamWorks Online Training

- **HCM**
 - Completed Updates in April 2013
- **FSCM**
 - Updates are in Progress
- **Link to SAO Training:**
 - <http://sao.georgia.gov/training-calendars>

Large Active Projects

- **Infrastructure**
- **GDOL TeamWorks Financials On-Boarding**
- **Labor Distribution (LD)**
- **EWG Time and Labor**

Future Topics

- **FY15 Strategic Plan and Projects**
- **Other Suggestions?**
- **Contact ahall@sao.ga.gov or mrichards@sao.ga.gov**

Q & A?

➤ **Questions:**

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