



TeamWorks Agency Forum

February, 2014



Welcome

Facilitator: David Fields

Presentation Tips

- Please type any questions you may have in the Webinar question section
- Questions will be answered at the end of each topic

Purpose

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

Frequency

- Approximately every 4 months
- 2 identical meetings for convenience
- Will receive future communications for upcoming Agency Forum meetings
- Will send the communications about a month prior to the meetings
- Next meetings will be in June, 2014

Today's Topics

- Affordable Healthcare Act
- ePerformance Changes
- HCM Maintenance Items
- 1099 Updates
- Financials Enhancements
- PO Upgrade Status
- New Cash Disbursement Funding Source Detail Report
- PO Receipt Delivery Detail Report
- Current Status of TeamWorks Online Training
- Password Resets for ASO/ Delegates
- Submitting/ Escalating Service Requests
- SR Categorization and SLO Times
- Customer Service Surveys
- New Ticket Closure Process

TeamWorks HCM

- Affordable Healthcare Act
- ePerformance Changes
- HCM Maintenance Items

Presented By:

Martha Varn

HCM Business Analyst Manager

Questions?

Please type them in the Webinar questions section

We will pause momentarily to compile the questions

Please note that will be no audio until we return

TeamWorks Financials

- 1099 Updates
- New Enhancements
 - PO Upgrade Status
 - New Cash Disbursement Funding Source Detail Report (APXXX436)
 - PO Receipt Delivery Detail Report (POY5030X)

Presented By:

Mo Moghazy

Financials Business Analyst Manager

TeamWorks Financials

Users Best Practice: Please do not Cancel or Delete your process scheduler instances if the process is in Processing status.

Financials Production

Home | Worklist | MultiChannel C

Process List | Server List

View Process Request For

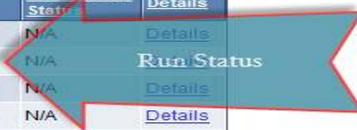
User ID: Type: Last 1 Days

Server: Name: Instance: to

Run Status: Distribution Status: Save On Refresh

Select	Instance	Seq.	Process Type	Process Name	User	Run Date/Time	Run Status	Distribution Status	Details
<input type="checkbox"/>	33714588		PSJob	LDRELEAS	SHIEL829	02/18/2014 10:08:44AM EST	Processing	N/A	Details
<input type="checkbox"/>	33714342		KK SQR Reports	BDS4006X	SLAUGHTV	02/18/2014 9:53:53AM EST	Processing	N/A	Details
<input type="checkbox"/>	33714227		GL SQR Reports	GLS4070X	DNRLLR	02/18/2014 9:43:27AM EST	Processing	N/A	Details
<input type="checkbox"/>	33714172		Application Engine	PSQUERY	SENUCHR	02/18/2014 9:38:51AM EST	Processing	N/A	Details
<input type="checkbox"/>	33714101		GL SQR Reports	GLS4070X	PITMCO0	02/18/2014 9:35:23AM EST	Processing	N/A	Details
<input type="checkbox"/>	33714045		GL SQR Reports	GLS4070X	PITMCO0	02/18/2014 9:29:48AM EST	Processing	N/A	Details
<input type="checkbox"/>	33713892		PSJob	POXMLP	FSCMUSER	02/18/2014 10:15:00AM EST	Processing	N/A	Details
<input type="checkbox"/>	33713881		PSJob	POXMLP	FSCMUSER	02/18/2014 10:15:00AM EST	Processing	N/A	Details
<input type="checkbox"/>	33713879		PSJob	POXMLP	FSCMUSER	02/18/2014 10:15:00AM EST	Processing	N/A	Details
<input type="checkbox"/>	33704433		PSJob	AUC_PDF	GJOHNSON	02/17/2014 11:27:49AM EST	Processing	N/A	Details

Select All Deselect All



Questions?

Please type them in the Webinar questions section

We will pause momentarily to compile the questions

Please note that will be no audio until we return

TeamWorks Online Training

- Current Status of TeamWorks Online Training

Presented By:

Perry James

Quality Assurance & Metrics Manager

Questions?

Please type them in the Webinar questions section

We will pause momentarily to compile the questions

Please note that will be no audio until we return

TeamWorks Security

- Password Resets for ASO/ Delegates

Presented By:
Eddie Hernandez
Information Security Officer

“Reset Password Search Page” Messages

Scenario	New Message
Contractor's with expiration date expired:	Contractor’s expiration date has expired. Please submit an online form to extend access.
Account locked by Agency Security Officer/CSC HelpDesk/ SAO Security:	Do not unlock account. Please verify the user is still an active State Employee/Contractor.
FSCM Terminated User Account:	Do not unlock account. Please verify the user is still an active State Employee/Contractor.
HCM Terminated Account:	Employee has been terminated. Profile has been deleted.
Batch Processing:	Batch jobs are running: Unable to validate user.

Questions?

Please type them in the Webinar questions section

We will pause momentarily to compile the questions

Please note that will be no audio until we return

TeamWorks

Customer Service Center

- Submit a Service Request
- Escalate a Service Request
- SR Categorization and SLO Times
- Submit a Customer Service Survey
- NEW Service Request Closure Process

Presented By:

David Fields

Customer Service Center Manager

Submit a Service Request

➤ Call the CSC....

404.657.3956

- Security Option 1
- HCM Option 3
- FSCM Option 7

➤ Email the CSC....

- Security [SAO PS Access@sao.ga.gov](mailto:SAO_PS_Access@sao.ga.gov)
- HCM HCM@sao.ga.gov
- FSCM FSCM@sao.ga.gov



Escalate a Service Request

<http://sao.georgia.gov/escalations>

Escalation Timeframes for Emergency and Other Tickets

SAO Agency Partner (IT)	SAO Customer Service Center Manager	SAO Director of TeamWorks Support & Development	SAO CIO and Director of Client Service	State Accounting Officer
See Link: SAO Agency Partner Escalation Form	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
2 Business Hours after the original contact with SAO	8 Business Hours after Ticket is reported	1 Business Days after Ticket is reported	2 Business Days after Ticket is reported	3 Business Days after Ticket is reported

Escalation Form



State Accounting Office

200 Piedmont Avenue, Suite 1604 West Tower, Atlanta, GA 30334 Phone (404) 656-2133, Fax (404) 463-5089

SAO Agency Partner Escalation Form

* Please Select Your Agency

* First Name

* Last Name

* Your Email Address

* Your Telephone Number

* Name of Previous SAO Contact

* Original Call Time (Ex. 08:00AM)

* Original Call Date



* Ticket Number Being Escalated

* Reason for Escalation

SLO by Severity Level

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*



How's My Service Survey

Email Notification When SR is Closed

Please help us in continuously providing you, "our customer" with excellent service! Click on the link below to rank the service you received for this request. Thank you for letting us know how we can better serve you.

<http://fs3.formsite.com/saoforms/form937145232/index.html>

New Service Request Closure Process

Requests for Information

T1 - CSC requests additional information or response from customer and places ticket on hold for 2 business days. If no response within 2 business days ticket will be escalated to T2 – BA for follow-up

T2 - BA will make second attempt to contact customer and place ticket on hold for 6 additional business days. If no response within 6 business days final notification will be sent to customer stating if no response within 2 additional business days ticket will be closed

If no response after 10 business days from date of original request ticket will be closed and customer notified via automated email

Questions?

Please type them in the Webinar questions section

We will pause momentarily to compile the questions

Please note that will be no audio until we return

Q & A

If there are any more questions please enter them now

Future Topics

- **What would you for like us to cover?**
- **Any other suggestions or feedback?**
- **Send To: dfields@sao.ga.gov**



Customer Service Center (CSC)

404.657.3956

888.896.7771

FSCM@sao.ga.gov

HCM@sao.ga.gov

SAO_PS_Access@sao.ga.gov