

TeamWorks Agency Forum

May, 2016

Welcome!

Facilitator: Amber Hall

Purpose

- Enhance communication with TeamWorks end-users
- Provide transparency and information on current and/or upcoming SAO strategies
- Discuss changes and enhancements
- Allow Agencies an opportunity to provide feedback on topics important to them

Frequency

- Twice a year
- Tentatively in May and October
- Two identical meetings each month for convenience
- Users will receive future invitations for upcoming Agency Forum meetings
- SAO will send the invitations about a month prior to the meetings

Question Tips

- Please type any questions that you have in the Webinar question section.
 - Questions will not be answered during the presentation. They will be compiled, posted, and a link sent after the two presentations are complete.
 - Presentation slides and Q&As will be posted after both presentations (approximately 2 weeks)
- ❖ If you have questions, please be sure you have provided your first name, last name, agency name and email address. This is to ensure SAO can provide you with the answer you are seeking in a timely manner.

Today's Topics

- Introduction to the new SAO CIO
- Opportunity for Discussion/Feedback
- HCM 9.2 Upgrade
- FIN PeopleTools Upgrade v8.53
- HCM - Department Budget Table Copy-up Process
- FIN - FY17 Budget Trees Set-up
- FIN - FY16 Year End Close
- CSC – Customer Escalation Process

TeamWorks CIO



Barbara Rosenke-Sweeney

TeamWorks CIO

Topics:

- **Opportunity for Discussion/Feedback**
- **HCM 9.2 Upgrade**
 - <https://sao.georgia.gov/hcm-92-upgrade>
- **FIN PeopleTools Upgrade v8.53**
 - <http://sao.georgia.gov/teamworks>

Presented By:

Barbara Rosenke-Sweeney

Questions?

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TeamWorks HCM

Department Budget Table Copy-up Process

➤ Why Do We Need the Department Budget Table Copy-Up Process?

- The Department Budget Table links the HCM departments to the Financials system by using Combination Codes.
- Each active department must have an effective-dated row for the fiscal year in which it is used.
- The copy-up process eliminates the need for each agency to manually enter the 23,000+ current fiscal year active departments for the new fiscal year.

Presented By:

Jason Dunn

HCM Functional Lead

TeamWorks HCM

Department Budget Table Copy-up Process (continued)

➤ What do I need to know about this process?

- To prepare for Fiscal Year 2017, on **May 25th**, the annual copy-up process will add a future-dated row of July 1, 2016 for Fiscal Year 2017 in the Department Budget Table by copying the current row.
- Running this process at the end of May should give end users ample time to make data changes for the new future dated row.

Presented By:

Jason Dunn

HCM Functional Lead

TeamWorks HCM

Department Budget Table Copy-up Process (continued)

➤ What do I need to know about this process?

- Prior to the copy-up process, do not create Combination Codes with Effective Dates that are greater than the current Pay Period.
- Please refrain from building any rows on the Department Budget Table with an effective date greater than June 30, 2016 until May 26, 2016. Prior to running the copy-up process, any row dated July 1, 2016 or after will be deleted from the Department Budget Table.

Presented By:

Jason Dunn

HCM Functional Lead

TeamWorks HCM

Department Budget Table Copy-up Process (continued)

➤ What do I need to know about this process?

- Once the copy-up process has been run, you may create new Combination Codes with July 1, 2016 and greater effective dates to correspond to the new Fiscal Year 2017 rows on the Department Budget Table.
- Refer to the TW Online Training for ***Updating Department Funding*** under Using Commitment Accounting to update the July 1, 2016 future dated row or to insert a row prior to the future dated row.

Presented By:

Jason Dunn

HCM Functional Lead

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TeamWorks Financials

Topics:

- FY17 Budget Trees
- FY16 Year-End Close

Presented By:

Fredrell Evans

Financials Business Analyst

TeamWorks Financials

FY17 Budget Trees Set-up

- If you are requesting a new BCM tree, be sure the BCM tree is in place before you begin loading your BP 2017 budget.
- Once budget loading has begun, SAO cannot move or delete values from your BCM trees.

FY16 Year-End Close

- Schedule is Posted on the SAO Website:
<http://sao.georgia.gov/sao-calendars>

Presented By:

Fredrell Evans

Financials Business Analyst

TeamWorks Financials

FY16 Year-End Close (continued)

- Reconcile Transactions
- Run the appropriate Reports and Queries
- Purchasing - If you make an error in the accounting date during the period when two fiscal years are open and the PO has a valid budget status:
 - DO NOT CHANGE ACCOUNTING DATE - Changing the accounting date after the PO has been budget checked will result in mismatched fiscal year entries.
 - Cancel or close the entire PO with the wrong date - This will reverse the incorrect transaction(s) in the incorrect year and prevent mismatched fiscal years.

Presented By:

Fredrell Evans

Financials Business Analyst

TeamWorks Financials

FY16 Year-End Close (continued)

➤ Accounts Payable

- Payments are entered on a Cash Basis and will be recorded on the actual date the payment was processed. July payments will be recorded in July – Period 1.
- DO NOT change the Payment accounting date on the Pay Cycle to a June date as the corresponding Journal will have a July date.
- During the period when two fiscal years are open, cancelled or closed vouchers will be recorded in July – Period 1.

Presented By:

Fredrell Evans

Financials Business Analyst

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Customer Service Center (CSC)

Customer Escalation Process

- When issues are called or emailed into the CSC, a Service Request is created and an email is generated with the details of the issue, including a ticket number.
- The issue is then triaged by the CSC agent. If Tier 1 is able to resolve the issue, the ticket will be closed and another email is generated with the details, including the Resolution.
- If Tier 1 is unable to resolve the issue, the ticket is assigned to a Tier 2 BA to troubleshoot further. Another email is generated reiterating the details along with assurance that someone will contact the customer within 8 business hours.

Presented By:

David Fields

Customer Service Center Manager

Customer Service Center (CSC)

Customer Escalation Process (continued)

- SAO has Service Level Objective (SLO) times for the handling of issues raised to Tier 2 . If someone from Tier 2 has not contacted customer within 8 business hours from the time the request was submitted, a **Customer Escalation Form** can be submitted to expedite the process. Please note that this process covers the escalation of an issue *only* after it has passed the stated SLO times.
- The completed **Customer Escalation Form** is routed to the Customer Service Center (CSC) mailbox where the CSC Manager reviews the form.

Presented By:

David Fields

Customer Service Center Manager

SAO TeamWorks 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 *

Customer Service Center (CSC)

Customer Escalation Process (continued)

- An internal process is initiated to get the appropriate resources involved to have the issue addressed. The customer will receive an email from the CSC Manager acknowledging receipt of escalation, along with a commitment that someone from Tier 2 will contact them within 8 business hours.
- After the Tier 2 BA resolves the issue, the CSC Manager contacts the customer to ensure they agree with the closure of the issue.
- Once the CSC Manager confirms the customer is satisfied, the BA is advised to close the ticket. A final email is generated to advise resolution and closure.

Presented By:

David Fields

Customer Service Center Manager

Customer Service Center (CSC)

Customer Escalation Process (continued)

- Customer completes an **Customer Escalation Form** located at:
<http://fs3.formsite.com/saoforms/form87/index.html?1296504144717>
- This link is also included in the auto-email generated when a ticket is escalated to Tier 2.
 - Please keep the auto-email for future reference

Presented By:

David Fields

Customer Service Center Manager

Customer Service Center (CSC)

404.657.3956

888.896.7771

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SAO_PS_Access@sao.ga.gov

Questions?

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Presentation Info

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- Once posted, all of those who registered will receive an email with the link where the documents are located.

Future Topics

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