TeamWorks Agency Forum Q&A

Meeting Date: May 6 and 7, 2015

Since the start of the TeamWorks Agency Forum meetings in June of 2013, SAO continues to learn from our TeamWorks end-user community on improvements that are needed. We appreciate your feedback and patience as we continue to improve this meeting format and follow-up.

We hope you are looking forward to the next TeamWorks Agency Forum that will be conducted tentatively in October 2015--more information on this meeting will be coming in September 2015.

Question and Answers: TeamWorks Overall

Question	Answer
What is the purpose of this meeting? What is the difference between clients and end-users that are referred to in the meeting?	The purpose of the TeamWorks Agency Forum is for SAO TeamWorks support team to have a touch point with the TeamWorks end-users. The information covered in this meeting varies from TeamWorks enhancements that are planned or in progress, to updates regarding TeamWorks Online Training, to reminders of deadlines coming up, etc. Agendas are not sent prior to the meetings due to the possibility that some of the content could change at the last minute before the presentations. For management team members in agencies, this information may be a repeat-- if they have attended a separate SAO update meeting. The SAO TeamWorks support team clientele are the TeamWorks end-users, also called clients.
How do I contact the TeamWorks Customer Service Center	SAO Customer Service Center (CSC) Contact Information: *Available Monday-Friday 8AM - 5PM (unless State offices are closed due to holiday/ inclement weather—other exceptions will be posted as they occur to HCM or Financials)*

	Call 404-657-3956 or 888-896-7771 and select an option. Options and related email addresses can be found at sao.georgia.gov- then click on TeamWorks menu and then click the Customer Service Center sub-folder.
Can a copy of the slides of this meeting be provided?	After both of the 2 forum sessions, the slide presentation is posted on the SAO website at sao.georgia.gov. Click on the TeamWorks folder and then click on the Customer Service Center sub-folder. There is a TeamWorks Agency Forum sub-folder on the left of the screen that you can click to find the presentations.
Where on the SAO website is the service level objective (SLO) chart located?	The SLO by Severity Level chart can be found on the SAO website by means of the following path… go to sao.georgia.gov and click on the TeamWorks menu and then click on the Customer Service Center submenu. There you will see the Service Level Objective and Severity sub-menu selection on the left side of your screen.
Where can we find TeamWorks training or demos? Is it up to date enough to utilize?	The TeamWorks Online Training (often called UPKs) provides the ability to learn about implemented modules as they are used at the State of Georgia. There are 5 methods of utilizing the Online Training tool, all of which are explained in the "How to Take TeamWorks Financials/HCM Online Training" PowerPoint located on the SAO website. Go to sao.georgia.gov and click on the Training folder and then click on the TeamWorks Training sub-folder to see the training available (http://sao.georgia.gov/teamworks-training). Click on the appropriate link for TeamWorks Financials or HCM to locate the PowerPoint presentations and training links. The TeamWorks Security Online Training (aimed at Agency Security Officers) is located at: http://sao.georgia.gov/teamworks-security-online-training. The SAO TeamWorks team continues to make updates to this Online Training as changes occur in the system. However, the current version that is available can and should continue to be used as a reference for TeamWorks Training.
What browsers are supported by TeamWorks?	You can find supported browsers here: http://sao.georgia.gov/supported-browsers

Question and Answers: TeamWorks Security

<table>
<tr><th>Question</th><th>Answer</th></tr>
<tr><td>You state that if the employee is locked out to contact HR - what can HR do?</td><td>Human Resources can verify if the employee is still active with the agency by checking job data. They can also verify with the manager if contractors are still active with the agency.
<table>
<tr><th>Error Message</th><th>Meaning of Error Message</th></tr>
<tr><td>Login/Reset Error

Unable to validate User ID. Please contact your agency's human resources department.</td><td>The employee/contractor has been terminated from agency.
OR
The user has been locked out by Agency Security Officer, SAO CSC, or SAO Security Administrator.
OR
The user’s access has expired.

*The user must contact the agency for assistance. The Agency HR department must verify the person’s active or terminated status
OR
Contact the manager or the Agency Security Officer to determine if the access has expired.</td></tr>
</table></td></tr>
<tr><td>Why does it take a long time for new employees to receive TeamWorks access?</td><td>There could be many reasons for delays when Teamworks access is requested for new employees:
• For transferring employees, the old agency may not have submitted a deletion security request for the employee. Any access must be deleted from the old agency before the new agency can submit a request for the transferring employee.
• For new employees, the manager or agency security officer may have delayed in submitting a security request.
• The security request may be in Pending Approval Status and need to be approved by DOAS before the employee can have access. DOAS has a couple of days to approve security requests.
• The security request may be missing valuable information and is rejected by the Agency Security Officer or SAO Security Team.</td></tr>
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When will the automated transfer process be implemented?	Our goal is to implement the automated transfer process this calendar year (by the end of 2015).
Will there ever be any consideration to opening up the Correct History functionality so that agency security officers can delete rows, e.g. Job Data or Position Data rows?	Correct History capability will remain with SAO for audit purposes.

Question and Answers: TeamWorks HCM

Question	Answer
I will need to add a new department for our new sub-program and delete the old program and departments. Is this tied to the new trees that I will have to submit for Financials, or do I have to submit something different for HCM?	HCM has one security tree, and it is not tied to Financials. Any updates to the HCM security tree can be submitted to hcm@sao.ga.gov with this form on the SAO website: http://sao.georgia.gov/hcm-forms > Select the "HCM Dept ID Change Request Form" link
We need to add three new Departments for 2016. We have already added them in Financials. What do we need to do for the HCM side so that labor will post correctly?	See the answer above.

Question and Answers: TeamWorks Financials

Question	Answer
For TTE travel expenses, if the back office approves an expense with June travel dates in July, will the voucher have an Accounting date of June or July?	Any expenses when there is only 1 period open will default to the travel end date. When 2 periods are open, the BO (back office) will have to manually make the adjustment to June 30th. Which means that after the TRV voucher builds, the BO must change the accounting date to June 30th. The Travel Team will be sending out Year End communications to all TTE users soon.