



## TeamWorks Agency Forum Q&A

### Meeting Date: October 18<sup>th</sup> and 19<sup>th</sup>, 2016

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, and we appreciate your feedback.

We hope you are looking forward to the next TeamWorks Agency Forum that will be conducted tentatively in May 2017. More information on this meeting will be coming in April 2017.

### Questions and Answers: TeamWorks Overall

Question	Answer
<p>What is the purpose of this meeting? Are agendas sent prior to the meetings? What is the difference between clients and end-users that are referred to in the meeting?</p>	<p>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.</p> <p>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.</p> <p>For management team members in agencies, this information may be a repeat-- if they have attended a separate SAO update meeting.</p> <p>The SAO TeamWorks support team clientele are the TeamWorks end-users, also called clients.</p>
<p>How do I contact the TeamWorks Customer Service Center</p>	<p>SAO Customer Service Center (CSC) Contact Information:  <i>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)</i></p>



	<p>Call 404-657-3956 or 888-896-7771 and select an option. Options and related email addresses can be found at <a href="http://sao.georgia.gov">sao.georgia.gov</a>- then click on TeamWorks menu and then click the Customer Service Center sub-folder. Note: For quick reference - Phone Numbers and email addresses for the Customer Service Center also reside on the Sign-in page for TeamWorks Financials and HCM.</p>
<p>Can a copy of the slides from this meeting be provided?</p>	<p>After both forum sessions, the slide presentation is posted on the SAO website at <a href="http://sao.georgia.gov">sao.georgia.gov</a>. 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 where you can click to find the presentations.</p>
<p>Where on the SAO website is the service level objective (SLO) chart located?</p>	<p>The SLO by Severity Level chart can be found on the SAO website by means of the following path... go to <a href="http://sao.georgia.gov">sao.georgia.gov</a> 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.</p>
<p>Where can we find TeamWorks training or demos? Is it up to date enough to utilize?</p>	<p>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 <a href="http://sao.georgia.gov">sao.georgia.gov</a> and click on the Training folder and then click on the TeamWorks Training sub-folder to see the training available (<a href="http://sao.georgia.gov/teamworks-training">http://sao.georgia.gov/teamworks-training</a>). Click on the appropriate link for TeamWorks Financials or HCM to locate the PowerPoint presentations and training links.</p> <p>The TeamWorks Security Online Training (aimed at Agency Security Officers) is located at: <a href="http://sao.georgia.gov/teamworks-security-online-training">http://sao.georgia.gov/teamworks-security-online-training</a>.</p> <p>The SAO TeamWorks team continues to make updates to this Online Training as changes occur in the system.</p>



What browsers are supported by TeamWorks?	The supported browsers are listed on the SAO website: <a href="https://sao.georgia.gov/supported-browsers">https://sao.georgia.gov/supported-browsers</a>
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## Questions and Answers: TeamWorks HCM

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Question	Answer
Where can I get updates related to the HCM 9.2 Upgrade?	Please refer to the SAO website for all updates on the HCM 9.2 Upgrade: <a href="https://sao.georgia.gov/hcm-92-upgrade">https://sao.georgia.gov/hcm-92-upgrade</a>
Will the upgrade affect the way new employees log-in to self-service for the first-time?	There is no change in the way new employees will log-in for Employee Self Service the first time.
For the FLSA conversion action, please clarify what "a few days before 12/1/16" means.	We are planning to insert the new 12/1/2016 rows the night of 11/22/16 or 11/23/16. This will allow time for agencies to make any adjustments through 11/30/16 without submitting a Data Change Request to the CSC.
Will the FLSA conversion be automatic unless an agency opts out?	Each agency will need to tell SAO if they want to opt in or opt out.