



SFS Administrator Council

Community Council Kickoff Meeting



Opening Remarks

SFS Director, Peggy Sherman

Agenda

- Welcome & Introductions
- Council Overview
- Using the SFS - Agency Administration
- Adapting Agency Business Processes
- Using SFS Training
- Wrap Up



Welcome & Introductions

Jeremy Kaufman

Welcome!

- Council members were selected by their Agency Chief Financial Officers
- Identified as an individual who:
 - Understands your agency business processes
 - Uses the SFS frequently
 - Works collaboratively with SFS to share constructive feedback
 - Communicates SFS initiatives back to your agency and host agencies (as applicable)
 - Contributes on behalf of the entire enterprise community
- SFS invited specific agencies to participate in each Community Council, considering agency size, number of SFS users, type of SFS access, module use, hosting relationship, and organizational structure

Agency Introductions

Agency Name
Division of Criminal Justice Services
Division of the Budget
Department of Corrections & Community Supervision
Department of Financial Services
Department of Health
Department of Motor Vehicles
Department of Transportation
Division of Housing and Community Renewal
Office of Information Technology Services
Office of General Services

Agency Name
Office of General Services-Business Services Center
Office of Mental Health
Office of Office for People with Developmental Disabilities
Office of State Comptroller - Finance
Office of State Comptroller - Operations
Office of Parks, Recreation, and Historic Preservation
State University Construction Fund
State Education Department
State University of New York



Council Overview

Alex DeFrancesco

Council Mission & Objectives

- Promote best practice sharing and enterprise business process consistency while developing a culture of collaboration between SFS and agencies

- Each Community Council will provide a participatory forum for SFS users and Subject Matter Experts (SMEs) to:
 - Drive consistency, through discussion of statewide best practices
 - Develop a culture of collaboration between SFS and agencies
 - Increase agency engagement in SFS approved development projects and roadmap activities
 - Support strategic involvement in Change Management and Communications activities

Council Meetings

Each Community Council should:

- Promote and share agency and system best practices
- Discuss common agency business process challenges and how agencies have resolved these challenges
- Discuss enterprise-wide issues and common concerns
- Discuss future training needs and training requirements

SFS Business Cases

- An SFS Business Case is a document requesting a new requirement or enhancement to the SFS or agency onboarding to available SFS functionality.
- The SFS Business Case Form is available on *SFS*Secure**.
- Community Councils are not used as a forum for reviewing and submitting Business Cases.

Council Organization

- Each Community Council is managed by a representative of the SFS Stakeholder Services Team
 - SFS subject matter experts (SMEs) participate as needed
- Stakeholder Services Team responsibilities:
 - Scheduling meetings
 - Tracking attendance
 - Planning agendas
 - Facilitating meeting discussion
 - Eliciting meeting topics
 - Preparing and posting meeting notes

Meeting Frequency

- The frequency of Community Council meetings is determined based on functional area and operational needs.
- The Administrator Council is scheduled to occur Bi-annually.
- Future Administrator meeting dates:
 - January 2017

Meeting Attendance

- Primary members are expected to attend each Community Council meeting.
- Alternate members may attend, as needed.
- Please do not forward the meeting invitation.
- If you believe an additional participant from your agency needs to attend a Council meeting for a specific reason, please notify SFS via SFS Help Desk Incident.

Councils on SFS*Secure*

- Community Council Overview page on SFS Secure
 - SFS*Secure* > User Community > Community Councils
- Individual Council pages are accessible from the Overview page, and

include:

- Council announcements
- Meeting agendas
- Meeting presentations
- Meeting notes
- List of Council members

<p>Administrator Community Council</p> <p>Description</p> <p>The Administrator Community Council focuses on the following functional areas: Agency Security, Workflow, Employee Data, and Credit Card Administration.</p> <p>Announcements</p> <p>Reminder: The Administrator Community Council kickoff meeting is scheduled for Wednesday, July 13 from 1:00 p.m. – 3:00 p.m.</p> <p>Meeting Agendas/Notes and Presentations</p> <ul style="list-style-type: none">• Agenda: July 13 <p>Agenda Topic Recommendations</p> <p>Is there a specific topic you would be interested in discussing during a future Community Council meeting? Agenda topic suggestions for future meetings can be submitted for consideration through an SFS Help Desk incident (helpdesk@sfs.ny.gov 877-737-4185  toll-free 518-457-7737 .</p> <p>Community Council Members</p> <p>The complete list of Administrator Community Council members can be found here.</p>	<p>Community Councils Resources</p> <p>Community Council Home</p> <p>Community Council List</p> <ul style="list-style-type: none">AdministratorAsset Lifecycle ManagementBilling, Grants, Projects and RevenueCore FinancialsProcure-to-Pay
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Using the SFS – Agency Administration

Jeremy Kaufman

Reminder: SFS Seasonal Updates

- What's included in a seasonal update?
 - Updates and patches provided by our software vendor
 - Successfully tested change requests and defects
- 2016 Summer Update Information
 - Tentatively scheduled to be available in production on August 29
 - Implementation includes vendor updates and patches, a majority of which have no impact on users, and Change Control Board (CCB) approved change request builds
 - The system will be unavailable on August 27 and 28
 - A 2016 BETA environment was made available on July 11.

2016 Summer Update Status

SFS Priorities and Timeframe (June – August)

Complete	<ul style="list-style-type: none">Analyze updates and determine which to include in seasonal release vs. normal release schedule
In-Progress	<ul style="list-style-type: none">Test updates and change requests thoroughly and begin to identify end user impacts
Complete	<ul style="list-style-type: none">Notify Agency of changes and impactsOpen a BETA test environment for agencies
August	<ul style="list-style-type: none">Communicate final updates, changes and available training material
August 29	<ul style="list-style-type: none">Tentatively scheduled to be available in production August 29

BETA Environment Availability

- SFS is committed to communicating changes and what to look for when using the BETA test environment prior to each seasonal update
- A 2016 Summer Update BETA test environment was made available after SFS's review and test of updates
- Environment Details
 - Available as of July 11
 - Data as-of date: April 21
 - User passwords in the environment are the same passwords used to test in the ABP environment, as of July 7.
 - The BETA environment will switch to become the “new” Agency Business Process (ABP) environment after implementation
 - Bulkload Notice: The BETA environment will become the primary production test environment upon release of the Summer Update

Summer Update – New Admin Features

SFS is working to better facilitate Security Administration by developing two new tools focused on **ASA Activity** and **Separation of Duties (SOD) Reporting**.

Current Tools

Administrator Queries

- Real time queries of what system access users are provisioned at a given period of time.

Quarterly Report

- Quarterly report of user access provisioned.
- Agencies required to signoff annually.

New Tools

ASA Activity Query

- Provides a list of ASA activities for a given date range, user, ASA name, permission list or role name (Self-Service activity only).
- Allows ICOs to report on ASA activities proactively.
- Allows auditors to compare ASA Activities to requests for role changes to ensure alignment.

Internal Control SOD Concerns Query

- Provides a list of users and roles that are in conflict with the published SOD guidance.
- Supports compliance with best practice guidance to SOD recommendations.
- Ensures agencies have data required to comply with best practice for security administration monitoring.

Summer Update – New Admin Features

- ASA Activity Query pulls data as far back as the implementation of ASA Self-Service.
 - Includes ASA Self-Service activity, but not activity outside of ASA Self-Service (e.g. Help Desk Incidents)
- If conflicts appear on the Internal Control SOD Concerns Query, adjust role mapping accordingly and monitor activity to ensure proper system use.

2016 Summer Update Resources

- Dedicated *SFS*Secure** web page available
- SFS self-paced training (SPT) and job aids
 - SPT updated and available in SLMS and Job aids updated and available on *SFS*Secure** in August

SFS Quarterly Reports

- SFS delivers once a quarter reports of access provisioned for review by ASAs, Internal Control Officers (ICOs), and Agency Coordinators.
 - SFS Quarterlies will be sent out at the beginning of April, July, October and January, yearly.
- Every agency **must** submit a sign off once every fiscal year. If an agency fails to do so, their agency CFO will be notified, as well as the Agency Head if necessary. In the event an agency does not submit after it is escalated, the SFS Joint Governance Board (JGB) will be notified of the non compliance with Internal Controls monitoring standards.
- At the time of the October quarterly report distribution, SFS Security will follow up with Agencies who have not submitted a sign off within the current fiscal year as a reminder to ensure that they have time to act on the yearly sign off requirement.
 - This sign off is required by the annual KPMG audit of Security Administration.
- This audit is required to ensure only active users are maintained in New York State's enterprise Financial System. This is an Internal Control standard.

Agency Administration & System Integrity

- As authorized users with access to NYS security, employee, credit card, and workflow information you have an obligation to help preserve and protect SFS and its data from unauthorized access, use, disclosure, modification, or destruction.
- As SFS Agency Administrators, you play an important role in securing your agency's data.
- Report suspected information security incidents or weaknesses to the appropriate manager and Information Security Officer or designated security representative.

Best Practice for EDAs

- Assign supervisors and travel auditors as a View Only Proxy to review expense reports for travelers they monitor.
 - EDAs can now assign users as a View Only proxy for an employee.
 - Supervisors and travel auditors should be reviewing expense reports for travelers they monitor.

- Related self-paced training
 - Course Code: SFS-9.2-SPT
 - Class Code: ADMIN Data 205
 - Lesson: Assigning a Traveler Proxy
 - Topic: Assigning a Traveler Proxy

Best Practice for CCAs

- Use the Credit Card Admin Viewer Role (NYF_AGY_ZZ_CREDIT_CARD_ADM_VW) to troubleshoot credit card data issues.
 - Allows access to credit card related queries, credit card administration related pages, and credit card data.
- This role is especially useful for BSC hosted agencies to monitor P-Card Proxy assignments.

Best Practice for WFAs

- Proactive coordination with ASAs and EDAs to ensure accurate roles and proxy assignments
 - Mitigates potential workflow routing problems
- Regularly review Role Queries
 - NY_USER_LIST_WITH_ROLES_ALL
 - By analyzing the data provided by a query, WFAs can communicate workflow role change needs to the ASA
- Related self-paced training
 - Course Code: SFS-9.2-SPT
 - Class Code: ADMIN Workflow 205
 - Lesson: Queries
 - Topic: Roles Query

Future Update – New Admin Features

- Mass upload option to ASA Role Self-Service that receives bulk security changes and writes the activity to the audit tables for activity tracking.
 - Mass upload ability to self-service will reduce the SLA for bulk changes from 5 days to 1 business day.
- Additional information regarding the availability of this functionality is expected to be shared during the next ADMIN Community Council meeting



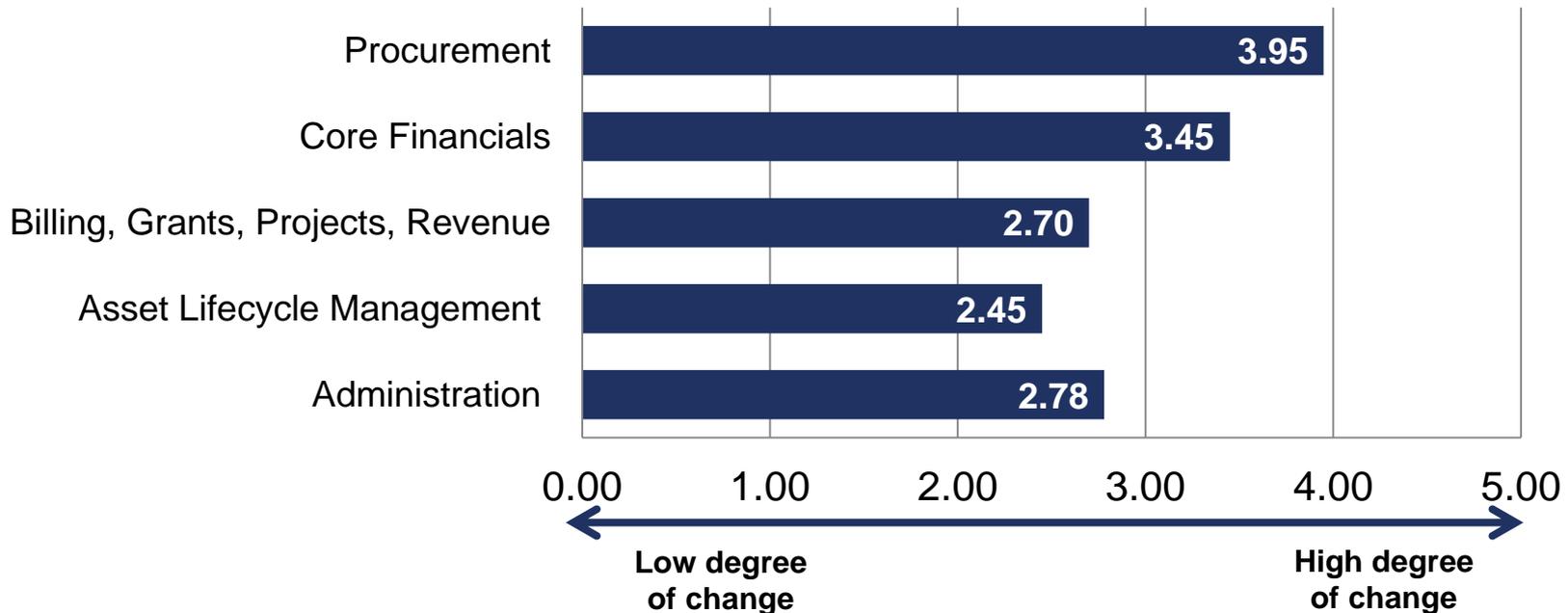
Adapting Agency Business Processes

Jeremy Kaufman

Survey Responses

- Survey responses indicate agencies have experienced the biggest changes to business processes within the **Procurement** and **Core Financials** module areas.

Degree Your Agency's Financial Business Processes Have Changed, Over the Past 6 Months



Discussion

Which of the Administrator business processes experienced the most amount of change?

What lessons learned did you experience, as a result of implementing this change?

What business process changes is your agency still in the process of working through?

Agency Information Sharing

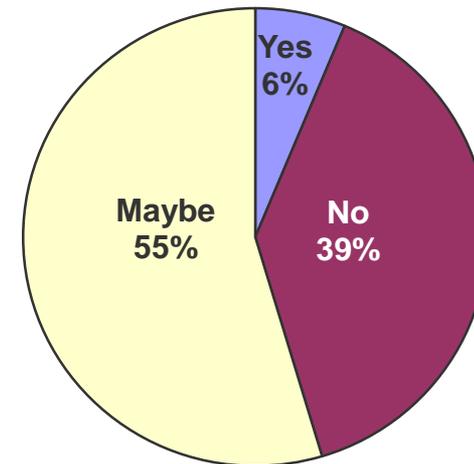
Based on survey responses, agencies believe they would benefit most from hearing from other agencies on the following administrator areas:

- Tracking employee travel expenses and running reports
- Organizational structures, and impacts to Workflow
- Processes to ensure travelers submit expense reports timely to clear credit card charges.

Agency Presenters

- A majority of survey respondents expressed a potential interest in presenting at a future Community Council meeting about:
 - Best practices
 - Lessons learned
 - How their agency took advantage of Enterprise Enhancement, Phase 1 (EE1) to improve business processes

Interest in presenting at a future Council meeting





Using SFS Training

Alex DeFrancesco

Best Practice – Using SFS Training

- Over 40 self-paced training courses, with over 400 topics, covering all SFS modules
- Available through the Statewide Learning Management System (SLMS)
 - SLMS course code: SFS-9.2-SPT
- Represents the core, foundational training for SFS users
- Updated through monthly releases, as system changes

Survey Responses

- Majority of survey respondents know where to access the self-paced training, and believe that training exists for the types of transactions they work on in the SFS.
- Opportunities exist to discuss suggestions on improvements for self-paced trainings to provide information sufficient for user needs, and to learn more about what materials finance offices are currently using to train staff.

Statement	Response Summary
1. I know where to access SFS's self-paced training.	<ul style="list-style-type: none">• 91% of respondents Strongly Agreed or Agreed
2. Training exists for the types of transactions I work on in the SFS.	<ul style="list-style-type: none">• 87% of respondents Strongly Agreed or Agreed
3. SFS's self-paced trainings provide information sufficient for my needs.	<ul style="list-style-type: none">• 68% of respondents Strongly Agreed or Agreed
4. My agency trains finance office staff using SFS self-paced training materials.	<ul style="list-style-type: none">• 63% of respondents Strongly Agreed or Agreed

Discussion

How could the self-paced trainings be enhanced to provide more sufficient information for your needs?

What is your agency's current process for training staff on how to use the SFS?

What material does your finance office currently use to train staff on how to use the SFS?



Wrap Up

Jeremy Kaufman

Discussion

What do you think worked well for this kickoff?

What do you think could have been improved?

Suggesting Future Agenda Topics

- Agenda topic suggestions for future meetings can be submitted for consideration through an SFS Help Desk incident
 - helpdesk@sfs.ny.gov
 - 877-737-4185 (toll-free)
 - 518-457-7737

Questions and Answers