



SFS Community Councils Charter

Mission

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

Objectives

Each Community Council will provide a participatory forum for SFS users and subject matter experts 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

Effective communication among agencies and SFS will contribute to the long-term success of SFS in meeting the State's vision for financial management.

Scope

Each Community Council focuses on a group of functional areas, or modules, their SFS use and the associated agency business processes. Functional / module areas for Community Councils include:

- Core Financials Council (Budgeting/Commitment Control (KK) and General Ledger (GL))
 - Budget/Commitment Control, General Ledger, Payment Schedule Projection
- Billing, Grants, Projects and Revenue (ESA) Council
 - Grants, Projects, Programs, Revenue Contracts, Customer Contracts, Accounts Receivable, Billing
- Procure-to-Pay Council
 - Requisitions, Procurement Contracts, Purchase Orders, Vouchers, Travel & Expense
- Administrator (ADMIN) Council
 - Agency Security, Workflow, Employees Data, and Credit Card Administration
- Asset and Lifecycle Management (ALM) Council
 - Asset Management, Lease Management, Inventory, Real Estate

Each Community Council will address bulkload impacts if applicable.

Each Community Council should:



- Promote and share agency and system best practices;
- Consist of actively engaged, frequent SFS users who are familiar with their agency business processes for the related module area;
- 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;
- Share feedback for consideration on system requirements and design validations;
- Provide a forum to obtain supplemental user feedback on approved SFS business cases and future roadmap items, as needed;
- Share feedback and provide the “User Perspective” of the system;
- Include representation from each type of agency (e.g., large, medium, small, hosted, bulkload, control agency, centralized, decentralized);
- Extend the reach and effectiveness of SFS change management and communications;

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 Business Case replaces the former SFS Change Request Form. While Community Councils are not used as a forum for reviewing and submitting Business Cases, the SFS Change Control Board may ask councils to review functional analyses, validate requirements, and discuss proposed solutions for approved Business Cases. The SFS Business Case Form is available on *SFS Secure*.

Membership

Community Council membership will include representation from each type of agency (e.g., large, medium, small, hosted, bulkload, control agency, centralized, decentralized), but not necessarily every agency.

Representatives from the Office of the State Comptroller (OSC), the Division of the Budget (DOB), the Department of Taxation and Finance (DTF) -Treasury, and the Office of General Services – Business Services Center (OGS-BSC) are invited and encouraged to participate in each Community Council.

SFS invites agencies to participate in each Community Council, considering agency size, number of SFS users, type of SFS access (online, bulkload), module use, hosting relationship, and organizational structure (centralized, decentralized). Chief Financial Officers of agencies not invited to participate in a Community Council can submit a Help Desk incident requesting to participate in a specific Community Council.



Agency CFOs are responsible for nominating one primary and one alternate member to participate in the designated Community Council(s). Primary members are expected to attend each Community Council meeting, while alternate members may attend, as needed. When additional participants from an agency may need to attend a Community Council meeting (e.g., primary and alternate are unable to attend, decentralized agency operations requires representation from a facility and the central office, etc.), the agency notifies SFS via a Help Desk Incident.

There are no term limits for members of Community Councils. Members inform their Agency CFOs when they no longer want to participate in the designated Community Council, so that a replacement can be identified. Agency CFOs can submit a Help Desk incident to inform SFS of any changes in Community Council membership. Names of members along with all Community Council materials (e.g., meeting agenda, presentations, meeting notes) are published on the Community Council section of SFS*Secure*.

Role of the Community Council Member

Each Community Council Member is expected to:

- be an actively engaged, frequent SFS user;
- have an understanding of their agency business processes for the related module area;
- engage in active discussion about SFS approved development projects and roadmap activities;
- work with SFS to share feedback for consideration on system requirements and design validations;
- communicate SFS initiatives to the member's respective agency and host agencies (as applicable);
- establish a network for communication and feedback both within and outside of their agency;
- contribute on behalf of the enterprise community, with consideration towards overall user experience, system adoption, and engagement, while setting aside personal priorities and preferences;

Some Community Council members may also be asked to develop and present business process information during Community Council meetings (as needed). Members can expect to dedicate no more than 2% of their time to Community Council responsibilities, depending on the frequency of Council meetings.

Organization

Each Community Council is managed by a representative of the SFS Stakeholder Services Team. SFS subject matter experts (SMEs) participate as needed.



The Stakeholder Services Team representative schedules meetings, tracks attendance, plans agendas, facilitates meeting discussion, elicits topics, prepares and posts meeting notes and communicates Community Council feedback to SFS Leadership.

Meetings

Community Council meetings are held in-person at SFS at a day and time determined by SFS. WebEx information is provided for participants who are unable to attend onsite; however, in-person attendance is strongly encouraged.

Registration for all Community Council meetings is managed through calendar invitations. The SFS Stakeholder Services Representative distributes calendar invitations to each Community Council member at least one week in advance. Community Council members respond to the invitation 48 hours before the meeting by either accepting or declining the invitation and sending the response to SFS. Community Council members who do not confirm their attendance will not have access to the building the day of the meeting.

WebEx information, onsite room location, and parking information is provided to Community Council members in each calendar invitation.

The frequency of Community Council meetings is determined based on functional area and operational needs. Preliminary meeting frequency for each Community Council is outlined below, but may be adjusted, as needed:

- Administrator Council: Bi-annually
- Asset and Lifecycle Management Council: Quarterly
- Billing, Grants, Projects and Revenue Council– ESA: Quarterly
- Core Financials Council (Budgeting/ Commitment Control (KK) and General Ledger (GL)): Quarterly
- Procure-to-Pay Council: Bi-monthly

Standing agenda items include a review of open action items, discussion of training and communications needs, and sharing of best practices. Specific topics will vary based on SFS and council needs. Examples include a discussion to validate requirements or a proposed solution for an approved SFS Change Request. The SFS Stakeholder Services Representative provides Community Council members with an agenda in advance of each meeting and solicits agenda items for future meetings at the close of each meeting. Following each meeting, notes are posted to *SFS Secure*.



Community Council members may be asked by SFS to present best practices established within their agencies. A presenting agency may invite additional non-Community Council members to provide appropriate subject matter expert support. Best practices shared by Community Council members will also be communicated to agencies via the *SFS Secure* web site, during monthly Agency Checkpoint Calls, in Weekly SFS Digest communications, and they will be incorporated into applicable training material.