



COUNTY OF SANTA CRUZ

FINANCIAL AND PROCUREMENT SYSTEM IMPLEMENTATION FREQUENTLY ASKED QUESTIONS

UPDATED SEPTEMBER 9, 2014



The Financial and Procurement System Project Team has prepared this list of Frequently Asked Questions to answer some of the questions we have received. This is a living document which will be updated regularly as we receive new questions and refine our responses.

GENERAL INFORMATION

1. **Question:** What is the new financial system called?

Response: The system is called ONESolution. The vendor of the system is SunGard. *(Updated 9/9/14)*

2. **Question:** What systems or modules will be replaced, and what will not be replaced?

Response: All the functions that are performed in the FAMIS financial system, the APS purchasing system including electronic POs, and the FAACS fixed asset accounting system will be replaced, as well as some functions that are performed in other small independent systems. FAMIS, APS and FAACS are housed on the County's mainframe computer which needs to be retired due to its expense and inefficiency. We will keep our server-based payroll system, so payroll information will interface into ONESolution like it does now into FAMIS. Public Works has decided it will not replace its CAMs cost accounting system immediately, but may do so after the budget system is live. *(Updated 9/9/14)*

3. **Question:** When will we start using the new financial system?

Response: We will be employing a phased approach. Phase I includes financials, purchasing, contracts management, accounts payable, accounts receivable, cash receipts, banking, grants management, project management, and fixed assets. Phase I will go live on April 1, 2015. FAMIS, APS and FAACS will become read-only at that point and the mainframe will be shut down shortly thereafter. Phase II includes budgeting, GSD fleet management, and GSD/ISD work orders. It will go live in November 2015. Development of Phase I is underway, so some employees on the project team or designated subject matter experts have already started using parts of the system for development and testing. *(Updated 9/9/14)*

4. **Question:** Will the Chart of Accounts change, such as fund, organization, function, program, revenue, expenditure, and GL account?

Response: There will be some changes, but we are trying to minimize them as much as possible. Fund type, fund and sub-fund numbers will generally remain the same, as will department, division, section, activity and function number. However, there may be a few fund numbers or organization numbers that need to change.

There will be quite a few changes to the revenue and expenditure sub-objects to relieve the current problem of very tight numbering sequences in some areas, and the field will expand from four to five digits. *(Updated 9/9/14)*

5. **Question:** Will we still have index numbers?

Response: Yes, we will still have index numbers, but they are called GL Keys in ONESolution. Generally speaking, your old index number will become your new GL Key using the same 6 digits, but there will be some minor numbering changes to some index numbers. *(Updated 9/9/14)*

6. **Question:** Will we still have Transactions Codes?

Response: No, ONESolution does not use Transaction Codes. ONESolution determines the type of transaction based on inherent system design functions such as what data entry screen is used, how the transaction is entered, transaction markers or tags, and background posting codes and posting strategies. *(Updated 9/9/14)*

7. **Question:** How many years of historical data will I be able to see in ONESolution?

Response: The current fiscal year plus the three prior fiscal years of historical data will be migrated from FAMIS into ONESolution at the very detailed transaction level. *(Updated 9/9/14)*

8. **Question:** Does ONESolution allow vendors to be paid electronically?

Response: Yes it does. For those vendors who wish to be paid electronically, their vendor master file will be established with special data elements that specify electronic payment. We will begin collecting banking information from the vendors in the next several months. *(Updated 9/9/14)*

9. **Question:** Does ONESolution allow for electronic preparation, approval and routing of documents?

Response: Yes it does. Electronic routing, also known as “workflow”, will be the preferred method to route documents for preparation, approval, issuance and payment. *(Updated 9/9/14)*

REPORTING

10. **Question:** What will happen to EZ-FAMIS?

Response: We will keep EZ-FAMIS for historical data. You will be able to continue using EZ-FAMIS just as you do now for at least the next several years for information that is captured in EZ-FAMIS before go-live.

We are also contracting with the firm that developed EZ-FAMIS and EZ-Budget to develop a new product for us that we are calling EZ-One. It will be similar to EZ-FAMIS, but we expect it will have a more modern look and feel. EZ-One will be available to everyone at the time we go live, and will allow you to run basic reports on a combination of historical FAMIS data and the new ONESolution data. *(Updated 9/9/14)*

11. **Question:** Will I be able to get the same reports I need to do my job?

Response: The project team is documenting all the reports generated by FAMIS, EZ-FAMIS and APS which are used by departments, and we will develop similar reports using the reporting tools available through ONESolution. The reports generated from EZ-FAMIS will be available through EZ-One. However, if reports are generated through an auxiliary system other than mainframe FAMIS or EZ-FAMIS, the project team will not have sufficient time to reprogram those. We believe that ONESolution and EZ-One will be able to meet all your reporting needs over time. In the meantime, if your department has an absolute need for information immediately upon go-live which is generated from an auxiliary system, or if you want to verify that your reports will be reprogrammed, please discuss this with project team member Mark Huett. *(Updated 9/9/14)*

BUDGETING

12. **Question:** How will we prepare our budget if ONESolution is going live right in the middle of budget season?

Response: You will use EZ-Budget to prepare all parts of your FY 2015-16 budget. EZ-Budget will not be replaced by the ONESolution budget module until Phase II in November 2015. Your FY 2014-15 estimated actuals and FY 2015-16 proposed budgets are due before April 1, 2015, so FAMIS will still be online for research and analysis when you are preparing those. After April 1, the current year through March 31 plus three prior fiscal years will be online in ONESolution and EZ-One, so any updates to your proposed budgets that require analysis of current year transactions that occurred after April 1 will have to be researched through either of these new systems. And remember that EZ-FAMIS will still be available to research historical data more than three fiscal years old. *(Updated 9/9/14)*

SYSTEMS INTERFACES

13. **Question:** My department uses a financial sub-system that is outside of FAMIS. Will we be able to continue using it?

Response: The project team has identified more than forty separate interfaces with FAMIS. We recognize that these interfaces absolutely must continue, and as such, we are in the initial phases of developing the new interfaces between those separate systems and ONESolution.

We know that a number of departments regularly download information from EZ-FAMIS into various auxiliary sub-systems that they have developed or purchased. We will not have sufficient time to assist every department with each one of these. Departments may very well be able to continue using their auxiliary systems by downloading similar information from ONESolution. If you are not certain whether the auxiliary system that your department uses is one of the identified interfaces that will be reprogrammed, please discuss this with the project team. *(Updated 9/9/14)*

TRAINING

14. **Question:** How and when will we be trained?

Response: There will be an extensive training program beginning a few months before go-live. Most training will be facilitated in small groups of 12 in the training room on the 3rd floor of the Government Center. SunGard trainers will lead the training for the three most widely used modules: Purchasing, Claims (known as Accounts Payable in ONESolution), and Budgeting. The other modules which are less widely used, such as Fixed Assets, Grants Management, Project Management to name a few, will be led by County employees who are subject matter experts in these areas and have been extensively trained by SunGard consultants. The project team will contact all departments with the training schedule in several months. *(Updated 9/9/14)*

DESKTOP HARDWARE REQUIREMENTS

15. **Question:** Do I need a new computer at my desk?

Response: Probably not. ONESolution will be loaded on each user's office computer. Your desktop or laptop computer must have the Windows 7, 8 or 8.1 operating system to run ONESolution. And it must have Internet Explorer 8, 9 or 10. Internet Explorer 11 can be used if run in Compatibility Mode, which is a setting that allows it to work well with older web sites. Most computers in the County have already been upgraded to Windows 7 or higher, but if your computer has not, you will need a new computer to run ONESolution. And most of the computers in the County have already been upgraded to Internet Explorer 8 or higher, but if yours has not, this will need to be installed to run EZ-One.

If someone is just using EZ-FAMIS and not mainframe FAMIS, they will most likely just use EZ-One and not the actual ONESolution system. In that case, the computer can have an older operating system, but it must have Internet Explorer 8 or higher. *(Updated 9/9/14)*

16. **Question:** Do I need any other special equipment besides my computer?

Response: As we move towards a paperless environment, the majority of transactions will be entered into ONESolution, the attachments will be scanned, and the packet will be routed electronically, instead of manually routed on paper, so a scanner will be needed somewhere in your office. Some departments may choose to set up a kiosk area which has a computer, monitor and scanner to be used by all employees in the office.

The type of scanner will depend on the nature and volume of work performed in ONESolution. Those who process purchase requisitions won't need scanners at their desks because network scanners can be

used to scan supporting documentation as attachments to purchase requisitions. Those who process claims might find a desk scanner helpful, depending on the volume of claims processed.

Each department's requirements will need to be taken into consideration. GSD and ISD will be available for work process consultations on the most efficient equipment configuration for your office's efficacy, energy efficiency, site power capacity, and ergonomic considerations. *(Updated 9/9/14)*

17. Question: Will my existing office scanner be sufficient?

Response: Scanners that produce electronic PDF documents, such as your offices' network scanner, will be sufficient to work with ONESolution. Individual desk scanners that do not run through the network but instead link directly to individual computers must be TWAIN-compliant to work with ONESolution. You can research the model number on the manufacturer's website to determine if it is TWAIN-compliant. If you are still unsure, ISD can assist you if you fill out a help ticket.

The project team is in the process of compiling an inventory of scanners in each department. This information will be used to assist departments in designing the equipment configuration which is the most efficient for use with ONESolution. *(Updated 9/9/14)*

18. Question: If I need to buy a scanner, what type should it be?

Response: Modern copiers usually have a scanning function, so your existing office copier may be an acceptable solution for your office. It is certainly not necessary to have a scanner at every desk. We will work with ISD and GSD over the next several weeks to develop the specifications of scanners that are supported by the County. *(Updated 9/9/14)*

CONTACT INFORMATION

19. Question: Who do I contact if I have questions or concerns?

Response: We have established a "ONESolution Information" website on the County Auditor-Controller's intranet webpage. The website includes a variety of information and documents, including contact information for those involved with the project. Look for this logo near the top of the page. *(Updated 9/9/14)*



20. Question: How is this project being managed?

Response: Alex Schoenfeldt is a professional Project Manager from SunGard. She is responsible for managing the SunGard consultants and completing the various tasks that SunGard is required to perform during implementation. Paul Seaton is a professional Project Manager from Schafer Consulting who the County hired to represent our interests during implementation and to work with County employees, as well as interface with the SunGard Project Manager. Mary Jo Walker, the County Auditor-Controller, is the Project Sponsor and Edith Driscoll, Chief Deputy Auditor-Controller, is the Project Coordinator. There is also an Executive Steering Committee, a Project Team, and designated Subject Matter Experts. *(Updated 9/9/14)*

21. **Question:** What is the project team and who is on it?

Response: The project team has day-to-day communication with the Project Managers and consultants. It is responsible for making decisions and providing guidance regarding the design of the new system, and addressing risks and issues as they arise. The current membership of the project team, as well as the Executive Steering Committee, is available on the project website on the Auditor-Controller's intranet webpage. *(Updated 9/9/14)*