



COUNTY OF SANTA CRUZ

FINANCIAL AND PROCUREMENT SYSTEM IMPLEMENTATION FREQUENTLY ASKED QUESTIONS



ISSUE #3

APRIL 13, 2015

The Financial and Procurement System Project Team has prepared this Frequently Asked Questions (FAQ) to answer some of the questions that have been received. Please review the first two FAQs. This is the third in the series.

GO-LIVE CUTOVER PLAN

1. **Question:** When will ONESolution go live?

Response: The project team expects ONESolution to be available for departments to use on Monday or Tuesday, May 4 or 5. Remember that Phase I includes purchasing, accounts payable, cash receipts, contract management, fixed assets and core financials. We will notify departments on May 4 and 5 when specific modules are released for general use.

2. **Question:** How will FAMIS and APS be shut down and ONESolution be brought up?

Response: We will begin shutting off certain functions in FAMIS and APS as early as April 23, and will completely shut down FAMIS and APS on Thursday, April 30. That evening and throughout the weekend, we will convert data from FAMIS to ONESolution, and test the accuracy and functionality of the data in ONESolution. We expect that ONESolution will be loaded with live data and ready for use on Monday, May 4, but it will need to be tested by the project team before the system is released for general use. We will notify users as modules are released.

3. **Question:** What are the deadlines for submitting claims, purchase requisitions, auditor forms, and cash deposits in FAMIS and APS?

Response: We will methodically shut off access to FAMIS and APS beginning about a week before these systems are entirely shut down. We have a rigid timeline, so there are absolutely no exceptions.

Thursday, April 23

Last day for departments to submit claims in FAMIS.

Last day for departments to enter Purchase Requisitions in APS.

Friday, April 24

Last day to access APS. Departments locked out of APS at 5:00 pm.

Thursday, April 30

10:00 a.m. – Cash deposits received by the Treasury before 10:00 a.m. will be recorded in FAMIS.

Please submit your documents well before the deadlines. If we receive more documents at the last minute than we can process in the limited time that is available, we may hold your documents and process them a week later under ONESolution.

4. **Question:** What should we do with deposits that departments receive after 10:00 a.m. on April 30?

Response: Bring your deposits to the County Treasury as you normally would. The Treasury will still receive your deposits, but deposits after 10:00 a.m. on April 30 will not be recorded in the financial system until ONESolution is available on May 4. We do not want departments to hold onto cash and checks over the weekend just because FAMIS is not available.

5. **Question:** Will all April transactions be recorded in FAMIS and the month of April officially closed before FAMIS is shut down on April 30?

Response: No. There will be a few April transactions that will occur in early May, but will post to the month of April, so the official April close will take place under ONESolution in early May.

POST GO-LIVE SUPPORT

6. **Question:** Can I get help processing my first few batches of documents under ONESolution?

Response: The project team will have many ONESolution consultants and staff members on site to assist users during the first two weeks after go-live. The training room on the 3rd floor of 701 Ocean Street will be an open lab where users can bring their documents to receive assistance in processing. We strongly encourage users to enter their documents during lab sessions to ensure they are being entered completely and correctly. This will reduce the number of items that may be returned due to missing documentation or incorrect coding, and will expedite the resolution of problems that may arise. We expect that the lab will be open beginning Tuesday May 5, but we will provide more specific information as we release the ONESolution modules for general use.

7. **Question:** Will there be a hotline where I can just call or email someone?

Response: There will be a telephone hotline at 454-5236. This is the phone in the lab which will be answered by staff or consultants for the first two weeks after go-live. It will be deactivated after that time. If someone is not available to answer your phone call, leave a message and someone will get back to you as soon as possible. The hotline is intended for relatively simple questions; the lab will be better for processing assistance and more complex problems.

You can also send an email to AUDOnesolution@santacruzcounty.us. If you are having a unique problem, we may ask you to print your screen and email it to this address. You can also call or email anyone on the project team.

8. **Question:** Is there something I can do now to prepare for when we go-live?

Response: Yes. County staff should log onto the ONESolution Production website and try accessing the screens you will be using once ONESolution is released. If you cannot access all the screens you

think you will need, please notify the project team at AUDOnesolution@santacruzcounty.us with a detailed email. We urge you to do this as soon as possible. We may need to refine your security set up, and your issue will be resolved more quickly before May 4.

We also urge you to continue practicing regularly on ONESolution after your formal training, using actual documents from your department. This will allow you and the project team to work through the complexities that will arise, hopefully prior to the system going live.

9. **Question:** What if the system just doesn't do what it is supposed to?

Response: We have tested ONESolution and the related sub-systems enough to be confident about its core functionality. There is no doubt that we will find a number of bugs, glitches and exceptions during the first few weeks after go-live. This is a normal part of the go-live process. In addition to the lab and the hotline, we will have additional staffing and procedures in place to resolve problems quickly after they are reported.

BUSINESS PROCESS CHANGES

10. **Question:** How will our business processes change under ONESolution? I attended the training, but I am still unclear about certain handling procedures which occur largely outside the system, as well as the chain of events to process documents from beginning to end.

Response: Refining our business processes will continue to evolve as we all become more familiar with ONESolution. In addition to the hands-on training and the User Guides that were distributed during training, the project team recently developed a few step-by-step Business Process documents which describe how to prepare and process some of the most common functions: cash receipts, contracts and purchasing. These are addendums to the training User Guides which focus on the input screens used to enter and approve documents in ONESolution. The Business Process documents will be provided to those who have attended training, and are also available on the "ONESolution Information" website on the Auditor-Controller's intranet webpage.

The project team is continuously developing new resources to help clarify the input screens as well as the business process flow that occurs outside the system. We welcome your suggestions to improve our documentation.

Your department may have certain procedures that are unique to your department. After a little experience with ONESolution, you will want to tailor those procedures to accommodate your specific processing flows under ONESolution.

11. **Question:** Can I get more training?

Response: The processing of claims is one of the more complex functions that we do in ONESolution. The project team is happy to offer additional claims processing training to small groups before April 30. If you would like to participate, or have specific questions about claims processing, please contact Marianne Ellis at Marianne.Ellis@santacruzcounty.us or 454-2674.

EZ-FAMIS and EZ-ONE

12. **Question:** When will EZ-FAMIS stop and EZ-ONE begin?

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 through April 30.

We contracted with the firm that developed EZ-FAMIS and EZ-Budget to develop a new product called EZ-ONE. It will be released at the same time that ONESolution is released for general use. EZ-ONE pulls data from ONESolution and packages it in a format very similar to EZ-FAMIS, plus there are a few new features. To access EZ-ONE after it is released, just click on your EZ-FAMIS icon on your desktop and you will be redirected to the new EZ-ONE website. There will be a link to the old EZ-FAMIS from the EZ-ONE website. An EZ-ONE training video will be on the EZ-ONE website after you log in. Just click on the blue information button on the left side Task Bar.

BUDGETING

13. **Question:** When will EZ-BUDGET stop and EZ-BUDGET Version 2 (V2) begin?

Response: You will be able to continue using EZ-BUDGET just as you do now for at least the next year for information that is captured in EZ-BUDGET through this April 30. After April 30, you will need to access EZ-BUDGET V2 for updated data from ONESolution. EZ-BUDGET V2 will be replaced with the ONESolution budget module in Phase II of the ONESolution implementation, scheduled to go live in late fall 2015.

EZ-BUDGET V2 will be released at the same time that ONESolution is released for general use. To access EZ-BUDGET V2 after it is released, just click on your EZ-BUDGET icon on your desktop and you will be redirected to the new EZ-BUDGET V2 server. There will be a link to the old EZ-BUDGET from the EZ-BUDGET V2 website.

SPECIAL DISTRICTS

14. **Question:** How will this affect special districts and JPAs which are not a County department?

Response: The County provides a variety of services to many of the special districts and Joint Powers Authorities (JPAs) in the County, primarily payroll, claims, and general accounting/budgeting. The special districts will continue processing their documents under ONESolution as they currently do under FAMIS, which generally means paper processing at least for the first three to six months after go live. This time will allow the project team to integrate them into electronic workflow in a more orderly fashion.