NCFS

North Carolina Financial System

Agenda	Presenter
Release 3 Sustainment Update	Taylor Brumbeloe
Agency Engagement and Support	Lena Andrade

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Release 3 Sustainment Update

Taylor Brumbeloe
Deputy State Controller

North Carolina Financial System Division
NC Office of the State Controller

Go Live

NCFS Go-Live

Go-Live October 10, 2023

4,000+ NCFS users

5,500+ help desk tickets in first 8 weeks

Highest Volume – AP, Expenses, General Ledger, Supplier Setups

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Response to Feedback

- Increased support for all agencies
  - Direct Support to agencies from NCFS Functional Teams and Process Teams
  - Targeted Office Hours and Learning Labs to topics identified

- Met individually with most complex agencies to dig deeper
  - DHHS, DPI, DPS, DEQ, DIT, DOA
  - Identified tips and tricks for entry and inquiry
  - Reviewed invoice hold data and remove hold processes
  - Discussed impact of NCAS processes on NCFS

Additional Job Aids Developed

Additional Job Aid	Delivery Type	Additional Job Aid	Delivery Type
Managing Journal Import Errors	QRG	Errors and Limitations when Splitting and Merging Assets	Recording
ADFDI Tips and Tricks	QRG	How to Correct PO Matched Invoice	Recording
QBE (Query by Example)	QRG	Requestor cannot find the item when ordering SSP - wrong ship-to	Recording
Export to Excel	QRG	Wrong Accounting on Transactions	Recording
Scheduling Reports and Manage Report Output	QRG	Setup Manage Transfer Orders to Search on Supply Request Reference Number	Recording
How to Save and Name Searches	QRG	How to see a Source Line's Specific Error	Recording
Adding County Codes at Distribution Level	QRG	How to Update Descriptive Details	Recording
Add Scheduling to 1099 form printing	QRG	Tip and Tricks Video - adding columns to dashboard, search fields to various screens and using QBE	Recording
Adding accrual codes	QRG		
View Balance of the PO Vs Invoiced - Header and Lines	QRG		
Cancelling IGOs and the process surrounding Inter Company and AP (OSC Only)	QRG		

Hypercare

Hypercare Support

	Nov	Dec	Jan

Hypercare
- Individual Agency Huddles Ended 12/1
- OSC Contact Center began taking calls directly from end users 12/15
- Process Area Leads continue supporting in hypercare phase

Training
- Office Hours
- vILT Refresher Courses
- Web-based training

Security
- Ongoing Access Requests through Security Administrators
- PERNER process for temps not using Temp Solutions

Sustainment
- Month End Close
- Monthly Certification Process
- Enhancement Requests

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Challenges

Critical Issues & System Performance
- Open Service Requests with Oracle
- Working Sessions with Agencies, Oracle, Deloitte and OSC
- Increased communication and engagement

Check Printing
- Best Practices Identified
- Reinforcing Training
- Researching High Volume Alternatives

Month End Balancing & Certification
- Working sessions & 1 on 1 assistance provided
- Areas for Improvement Identified
- Feedback from Entities

Reporting
- Issues Identified in Multiple Process Areas
- Fixes prioritized and Pushed to Prod ASAP
- Continued Work to Identify & Correct Issues

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Polling Question #1

Sustainment

Organization Changes

4 retirements

1 to position within OSC

3 exits from OSC

7 new hires

1 vacant position

4 new managers

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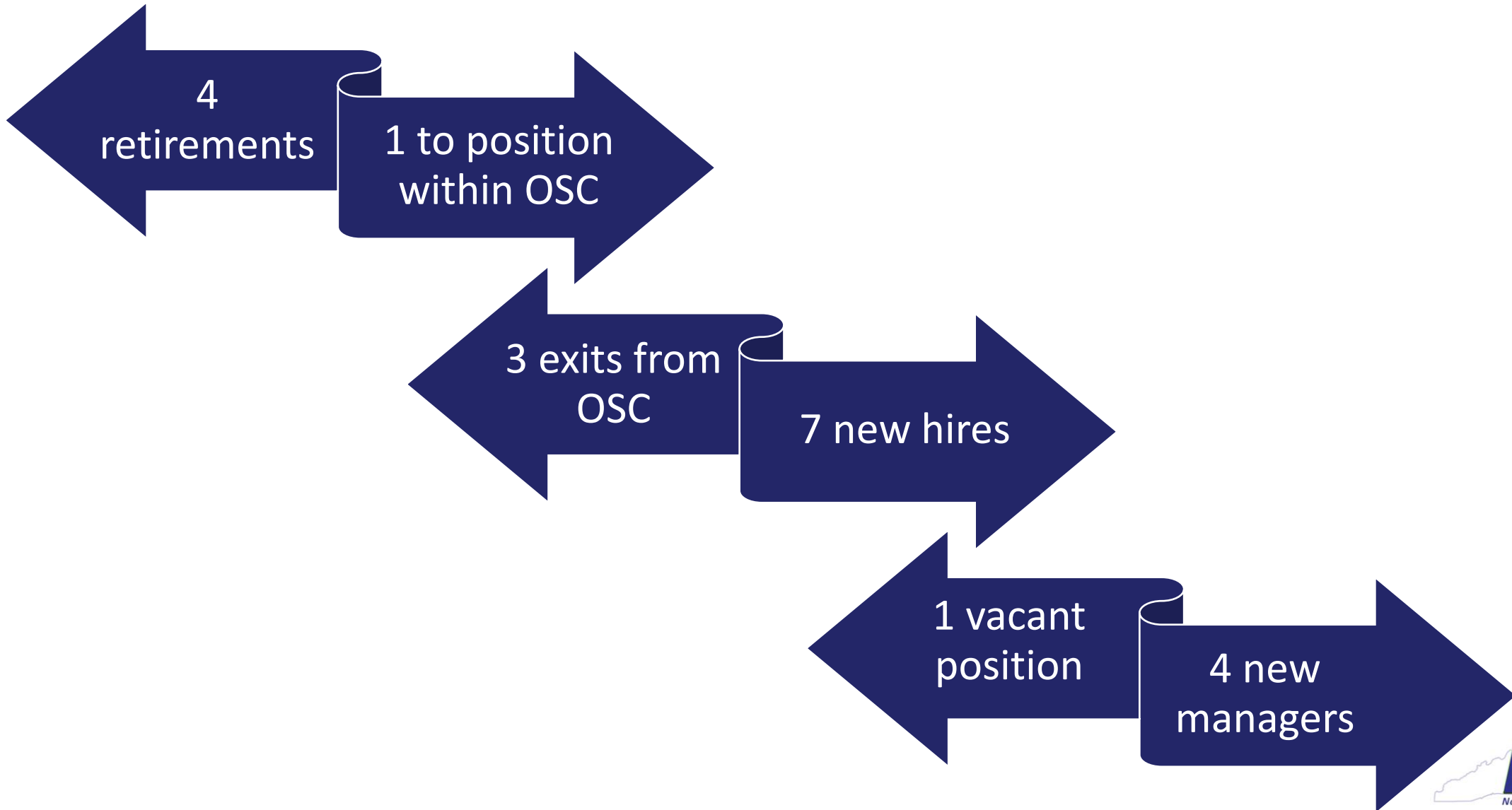
Transition to Sustainment

Training & Learning

- Learning Labs
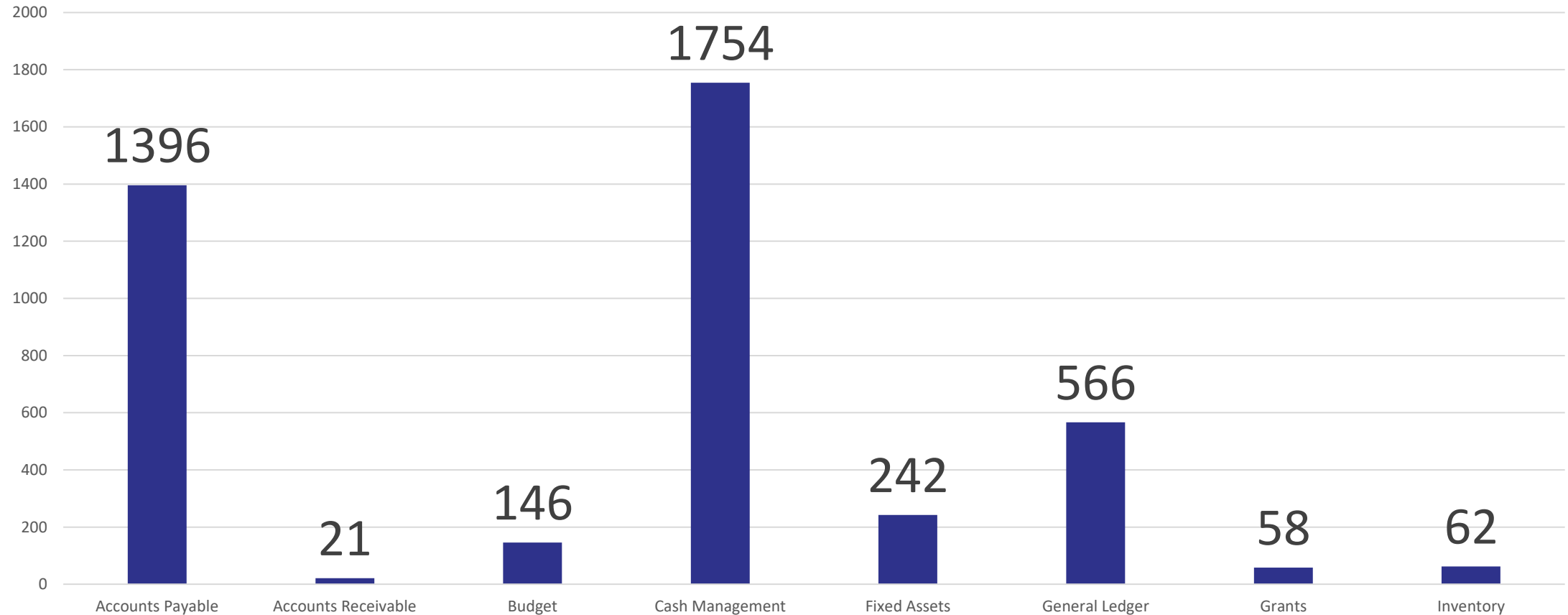- Office Hours
- Training schedule in LMS
- CFO Exceptions allowed

Operational Support

- Help Desk Tickets
- Change Control Board (CCB)
  - Enhancement requests
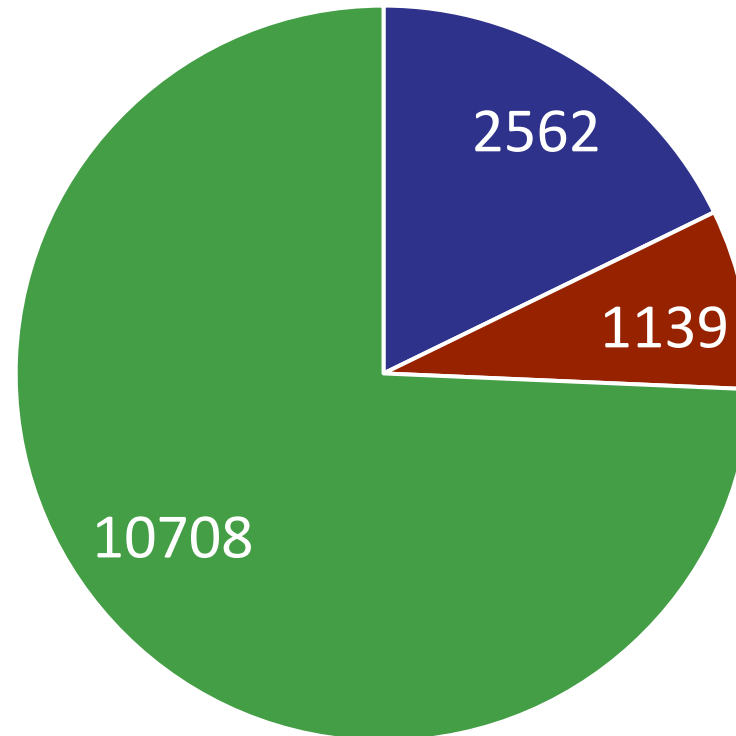- NCFS communications
  - Maintain agency contacts

Ticket Count – Process Areas (Feb 1 – Nov 30)

Non Data Maintenance Support Tickets (Closed, Open, Working)

DATA MAINTENANCE (Closed, Open, Working)

- Chart of Accounts
- Expense Delegates
- Suppliers

Known Concerns

Inconsistent Expense Reporting Behavior

Monthly Certification

Annual Comprehensive Financial Report

Dynamic Insertion

Accomplishments

New Agency Setup (State Bureau of Investigation)

Fiscal Year End Success

IT Expenditure Report

3 New Inventory Warehouse Setups (Dept of Adult Corrections)

New Month End Certification Resources & Reports

DHHS Expense Workflow Project

NCAS Archive Solution

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In The Works

9 Additional Inventory Warehouse Setups (DHHS)

Dept of Adult Corrections Manufacturing Project

2 New Entities Utilizing Accounts Receivable module

Multi-Factor Authentication for NCFS

Continued Enhancements

Polling Question #2

Agency Engagement and Support

Lena Andrade
IT Project Manager/Agency Engagement Lead

North Carolina Financial System Division
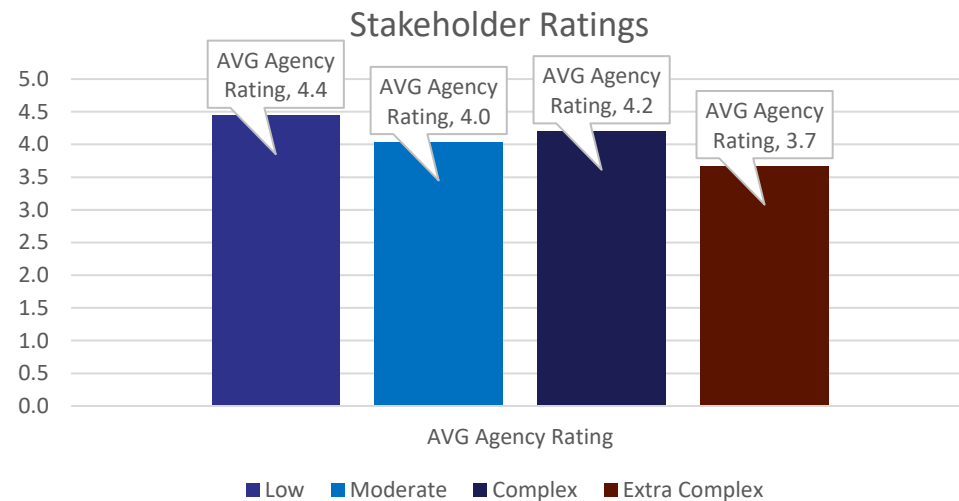NC Office of the State Controller

Agency Engagement

Agency Engagement

- Newsletters
- Communications
- NCFS Learning Sessions
- Touchpoints
- OSC Website
- Change Control Board

Engagement Type	Count
Quarterly Newsletters	2
Ongoing Communications: - Year End - General	 15 31
Learning Sessions	10

Agency Engagement

- Sept 2024 Touchpoints: 33

- May 2024 Avg Rating: 3.7
- Sept 2024 Avg Rating: 4.1

Stakeholder Ratings

AVG Agency Rating, 4.4
AVG Agency Rating, 4.0
AVG Agency Rating, 4.2
AVG Agency Rating, 3.7

AVG Agency Rating

■ Low ■ Moderate ■ Complex ■ Extra Complex

| What's Gone Well?	What are the Opportunities & Challenges?
Staff is getting more comfortable with process with repetition	Dynamic Insertion – agencies asking for this to be turned on
Support from NCFS team was very responsive (ticketing and communication)	Expense Reimbursement – payments are going not the actual person but the person previous in the drop-down field
AP/JV processing has picked up speed	Advanced Reporting – trouble finding equivalent report in NCFS that used in NCAS
	IC transfers missing attachments – causing extra work and research among agencies
	ACFR Reporting gave agencies more difficulties than expected, causing their level of success to drop

Training & Learning Support

Training Update
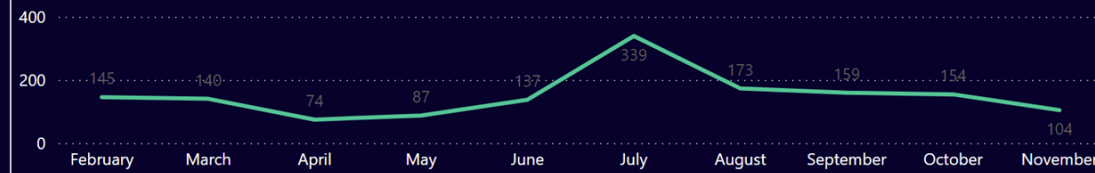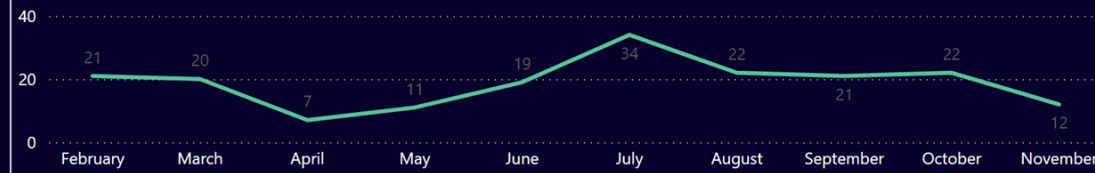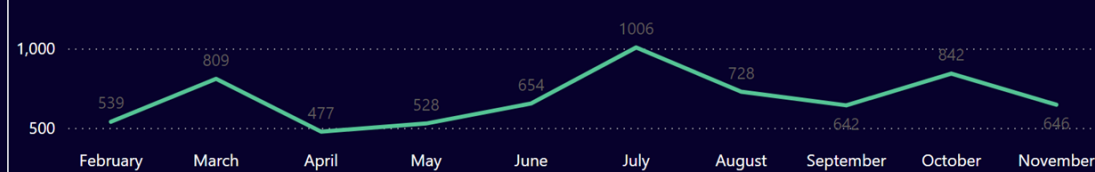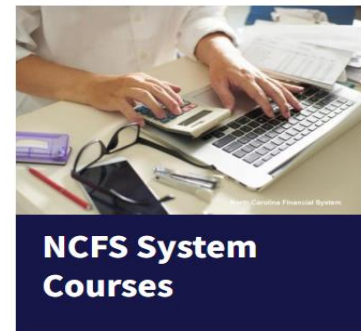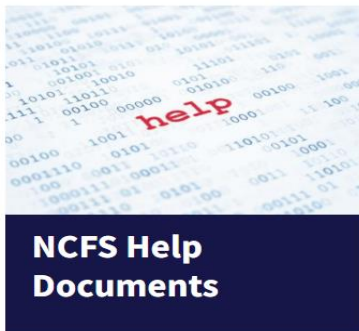
NCFS System Learning & Support

- Help Documents
- NCFS System Security Roles
- NCFS System Course
- NCFS Resource Sharepoint Site
- Agency Specific Training/Help sessions

NCFS System Training

NCFS Help Documents

NCFS System Security Roles

NCFS System Courses

Review BEFORE registering and attending class!

Polling Question #3

Change Control Board
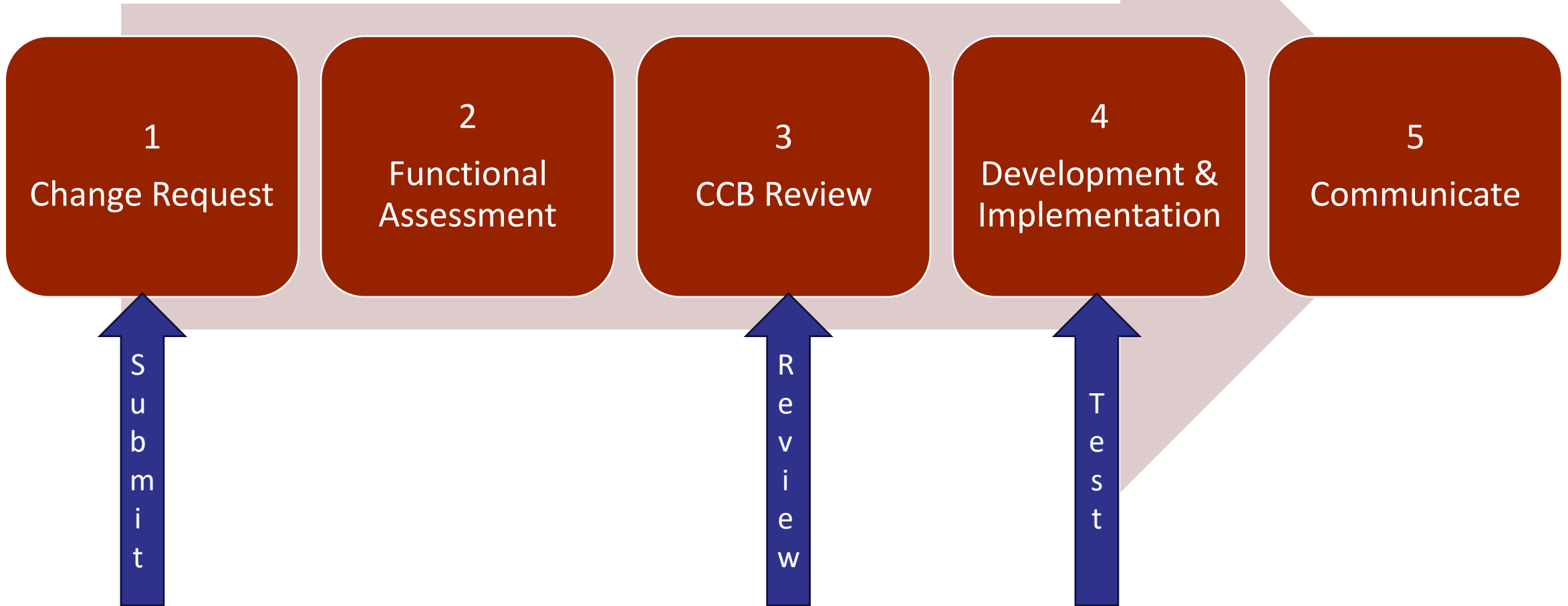
Enhancement Requests

NCFS Change Request

The NCFS Change Request form is intended for system enhancement or change requests that do not currently exist in NCFS. Examples include new reporting or new interface functionality with an agency.

Link to submit enhancement requests: NCFS Change Request | NC OSC

Review of Enhancement Requests will start after defects are dispositioned

High-Level Change Control Process

1 Change Request	2 Functional Assessment	3 CCB Review	4 Development & Implementation	5 Communicate

Submit

Review

Test

Change Intake Form

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Change Request Categories Defined

Defect

Application/Tool/Process not working as expected

Production Support

Maintenance of the existing NCFS

Legislative Mandates

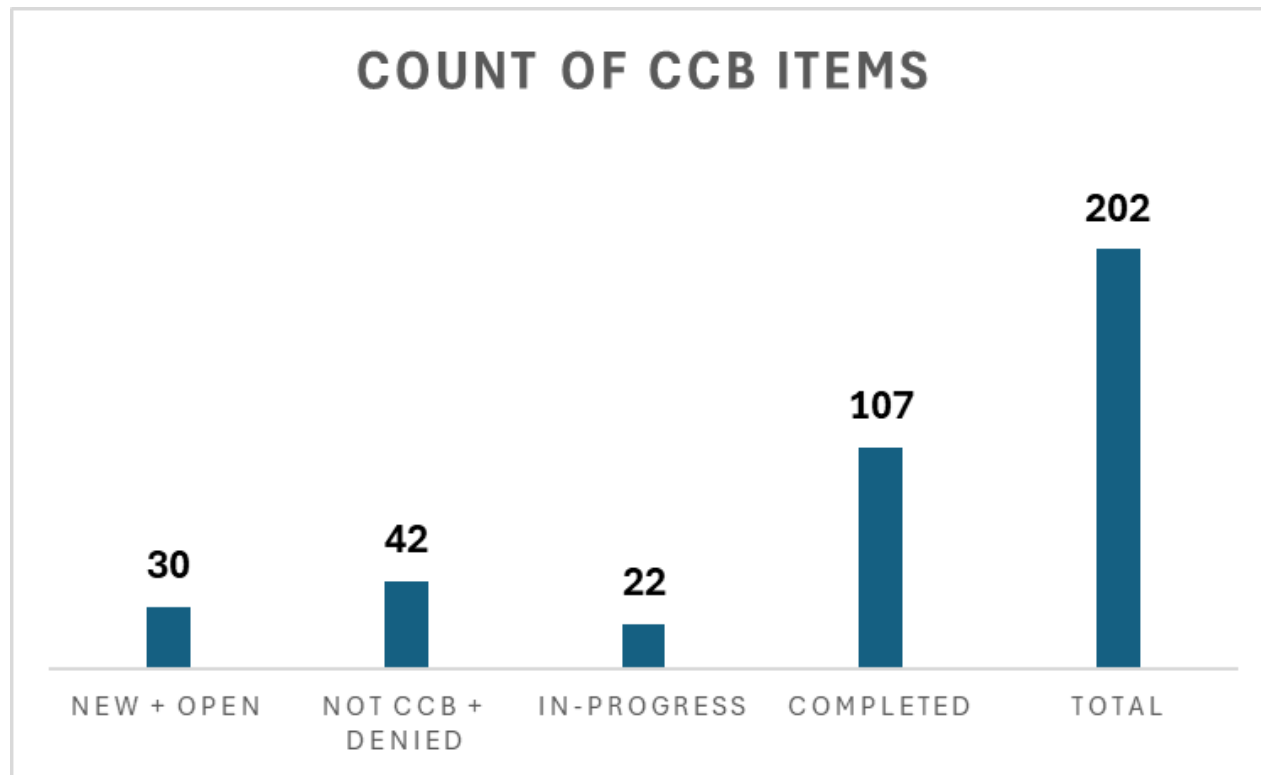Legislative and Federal Requirements (OSBM, SWA, OSC Comms)

Enhancements

New functionality to existing application/Tools/Processes

System Patches

Vendor delivered releases / patches

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Change Control Board

- **First CCB meeting hosted on March 28th, 2024**

- **Average of 3 change requests completed per week**

Primary Process Area	Count of Completed
All	2
Budget	8
CM	2
FA	13
Inventory	12
OTC	6
PNG	4
PTP	19
Reporting	1
RTR	33
Security	2
Technical	5
Total	**107**

Polling Question #4

Agency Engagement - What's Ahead?

- [NCFS Engagement Survey](#) due 12/13
- Monthly Check In Sessions
- Quarterly Process Area Sessions
- Process Area based Focus Groups
- New OSC Website & NCFS Resource Sharepoint Site

NCFS Resources

Quick links to NCFS Information and Learning Opportunities:

- NCFS Resources
- NCFS Training Courses
- NCFS Security Roles
- NCFS Security Administrator List
- NCFS Help Documents
- NCFS Year End

**Unlock the Power
of NCFS**

Thank You!

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