



State Accounting Office  
of  
*Georgia*  
Fiscal Leadership for Georgia

# ***FMC: TeamWorks Update***

***September 2012***

# SAO Customer Survey

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- ▶ **Please complete the survey at your desk**

- The more detail you can provide the better we can improve our services to you, our customers

# Get Connected to SAO

- ▶ **Subscribe to Mail Chimp**
- ▶ **Assign Delegate to CFO or CIO**

[sao.georgia.gov](http://sao.georgia.gov)

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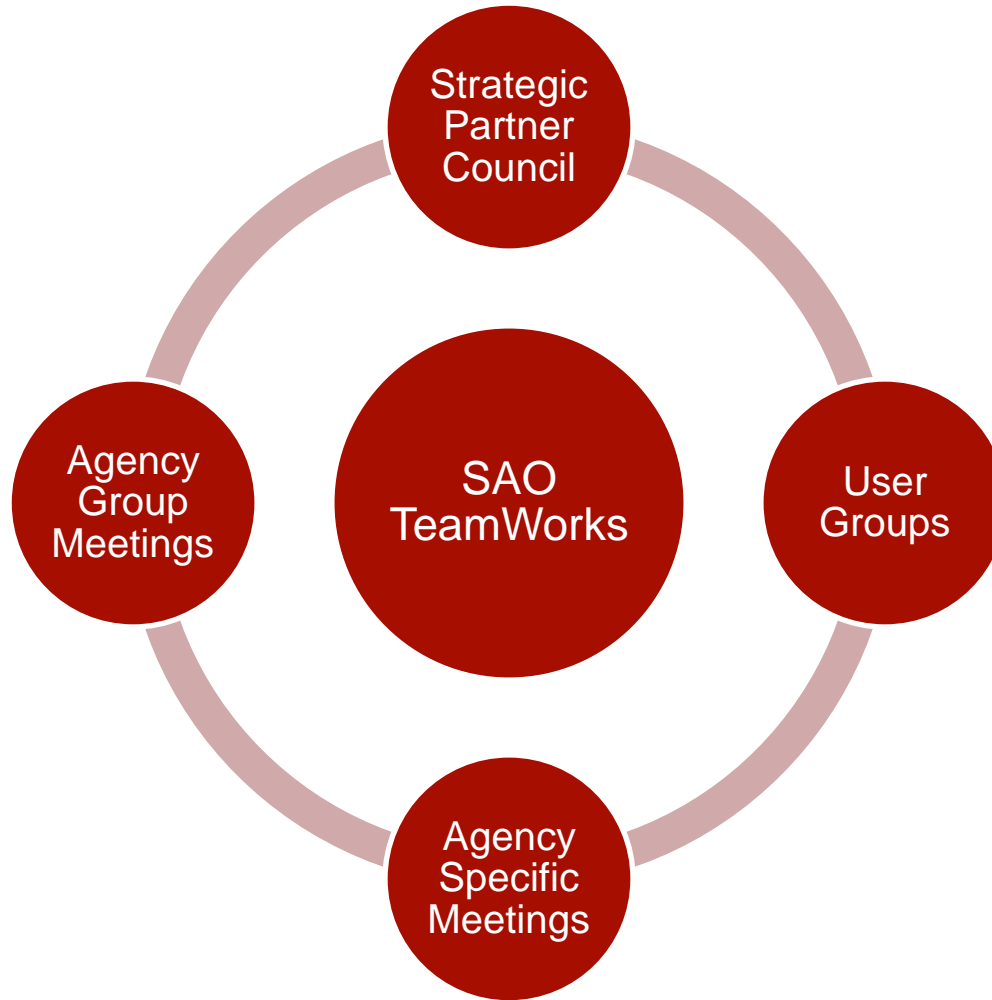
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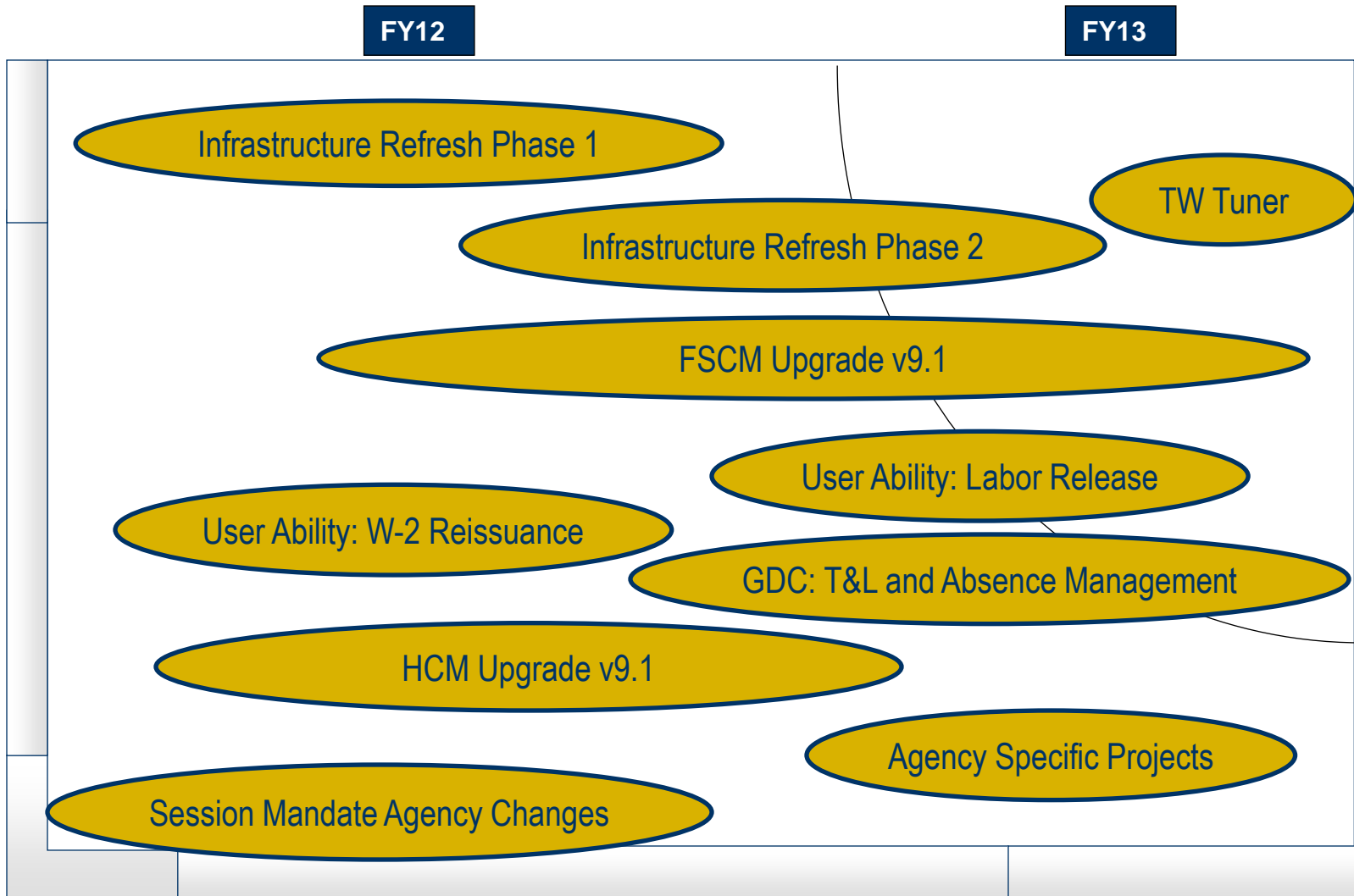


Communication Groupings
CFO (and delegate)
CIO (and delegate)
Travel Community
FSCM Community
HCM Community

# Touch Points with Agencies



# TeamWorks FY12 Projects



# FY12 TeamWorks Accomplishments



## CSC/ Help Desk

Allow Hold Option with Opt Out to V-mail

Track Ticket SLO, Repeat Tickets, Training Issues

Security and Travel Calls – Now through CSC

Call Back Time from 2 weeks to 2 hours: 95% of the time

## Service Level Objectives/ Agreements

Ticket time tracker enable SAO to reduce SLO targets

SLO Update in Process: to include security information, supported browser information, etc..

## Training and Communication

HCM TeamWorks Online Training Complete, T&L and FSCM in process

Feedback from Customer Surveys: Alerted SAO of the desire to remove 6pm bounce in HCM, replace List Serv with Mail Chimp, etc..

## Project Management

Enable agency merge mass transfer automation

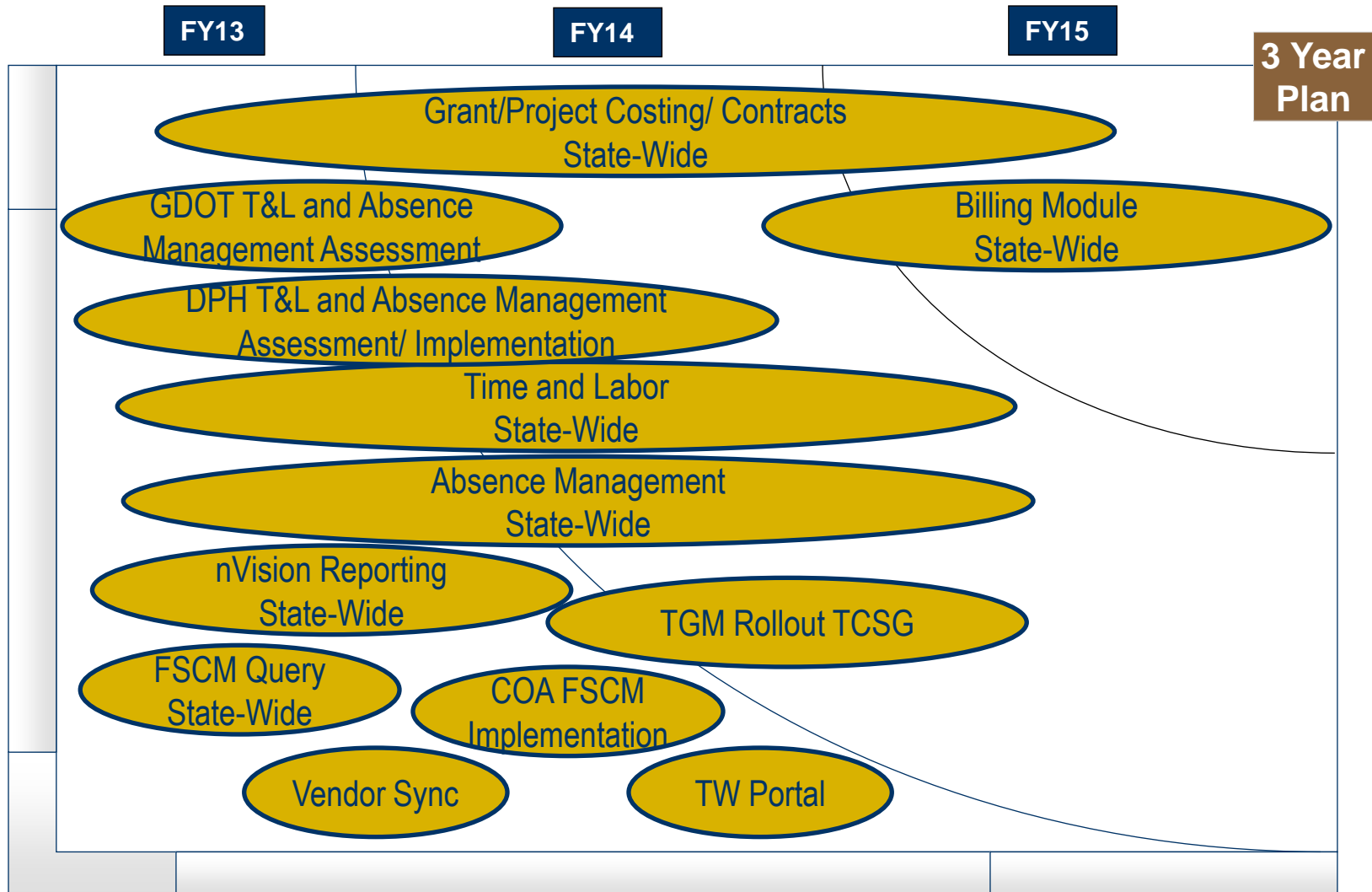
SPRC enable prioritization of projects and lack of dropped project requests

## Quality Assurance

Testing tools enabling assurance of project business and functional requirement testing

Review of customization and queries to reduce unused/ unneeded and replace with beneficial enhancement/ query builds

# TeamWorks 3-year plan



# Improved SLOs for Tickets



## FY12 Closed SLO Times

- **Emergency: 5 Business days** or less
- **High: 15 Business days** or less
- **Medium: 30 Business days** or less
- **Low: 60 Business days** or less

## FY13 Closed SLO Times

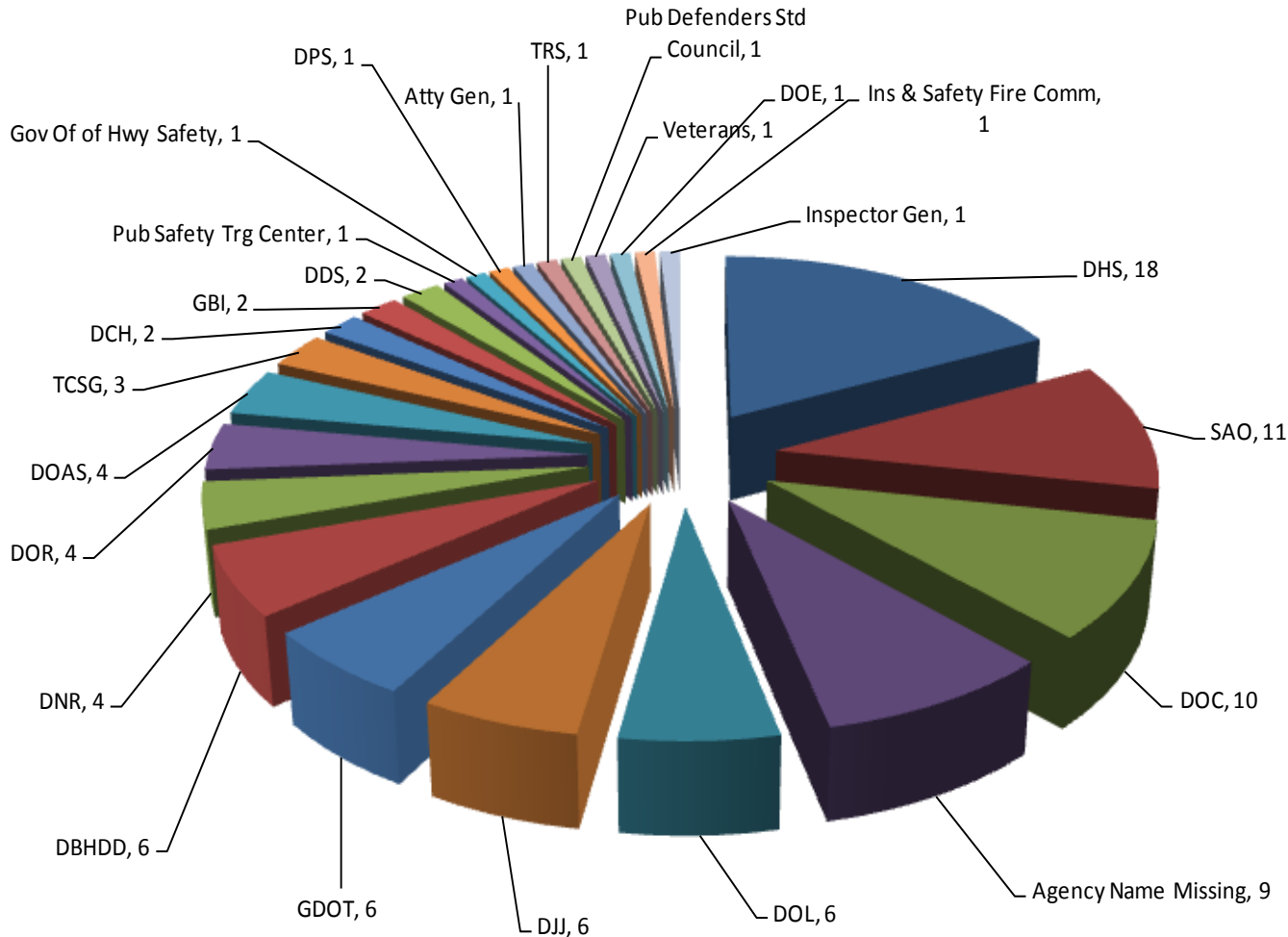
- **Emergency: 3 Business days** or less (*most resolved w/i 1 day*)
- **High: 5 Business days** or less
- **Medium: 10 Business days** or less
- **Low: 15 Business days** or less



# TeamWorks Metrics

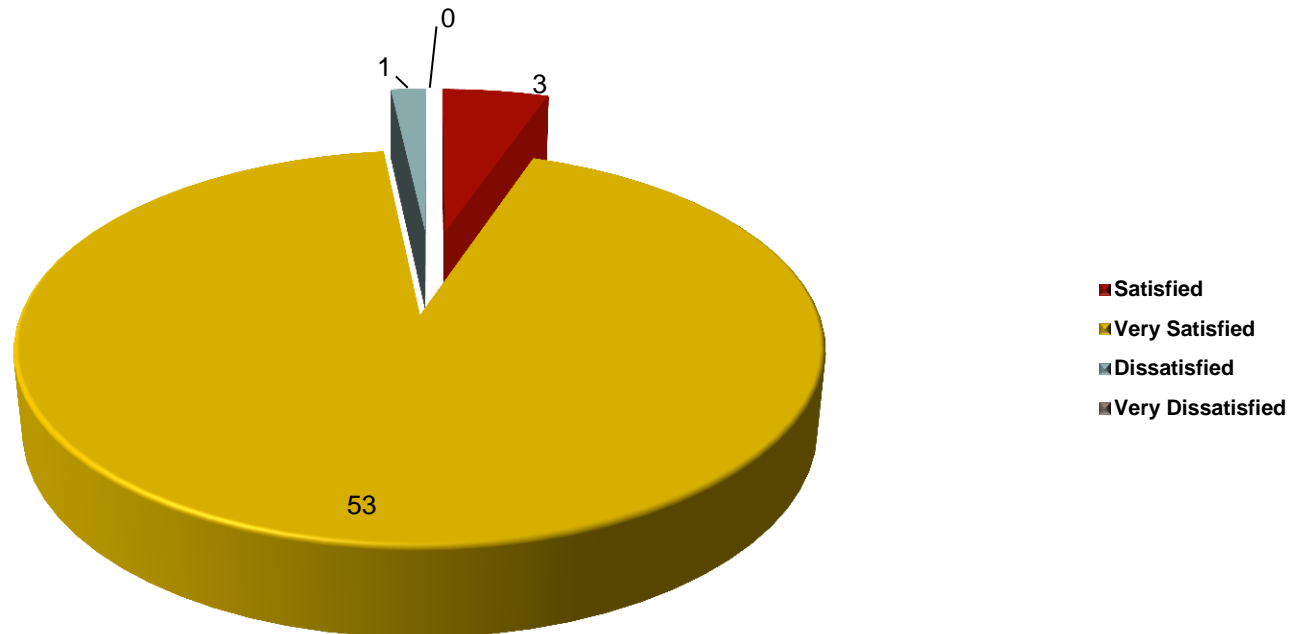


## Customer Survey Responses by Agency



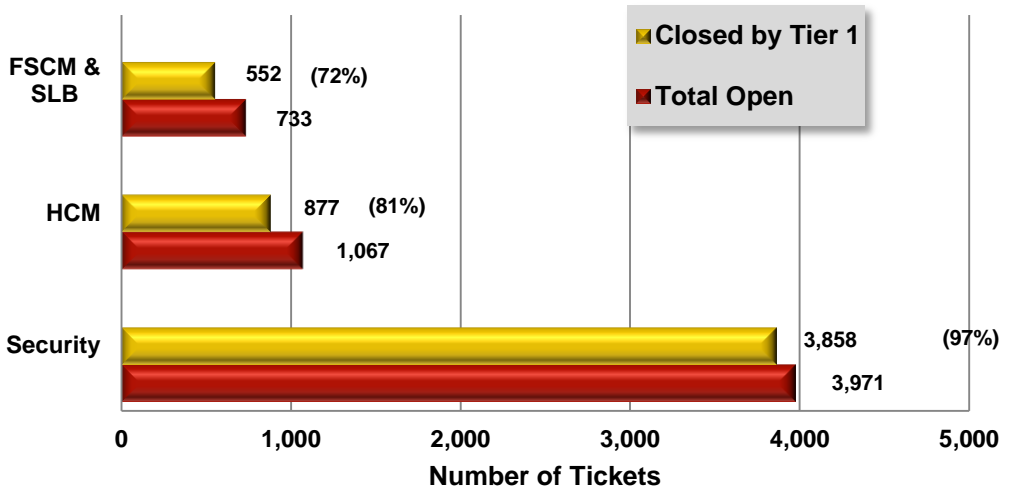
Customer Survey Responses Aug 2012	
Agency Name	# of Responses
DHS	18
SAO	11
DOC	10
Agency Name Missing	9
DOL	6
DJJ	6
GDOT	6
DBHDD	6
DNR	4
DOR	4
DOAS	4
TCSG	3
DCH	2
GBI	2
DDS	2
Pub Safety Trg Center	1
Gov Of of Hwy Safety	1
DPS	1
Atty Gen	1
TRS	1
PDSC	1
Veterans	1
DOE	1
Ins & Safety Fire Comm	1
Inspector Gen	1
Total	103

## Total Survey Scoring Results

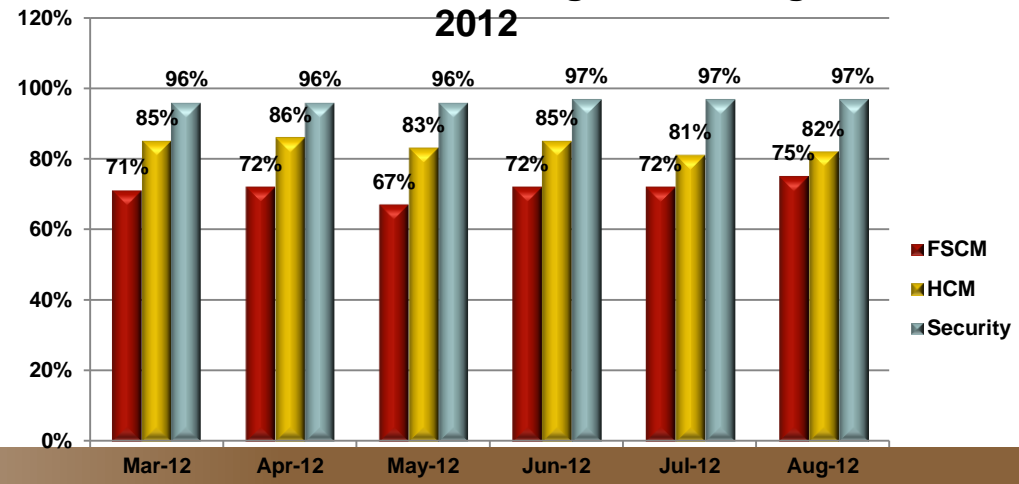


# TeamWorks Metrics

## First Call Resolution - August 2012

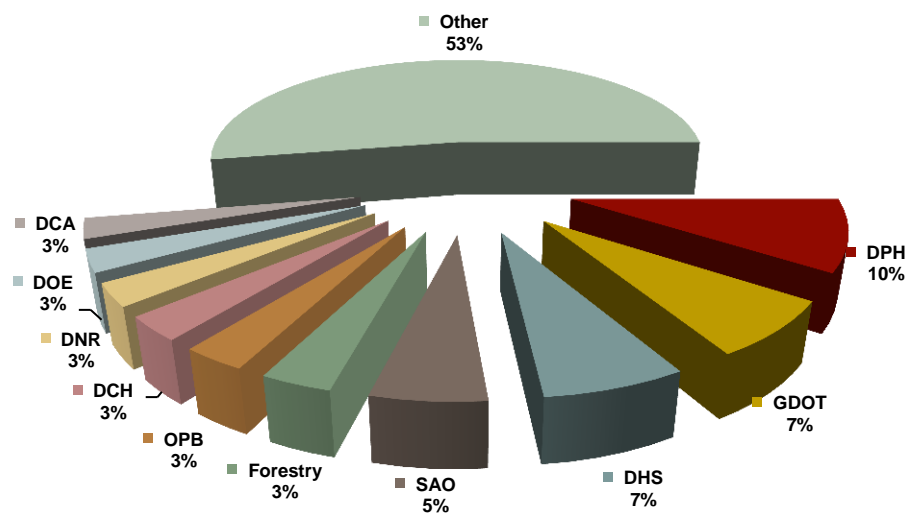


## 1st Call Resolution Running Totals - August 2012

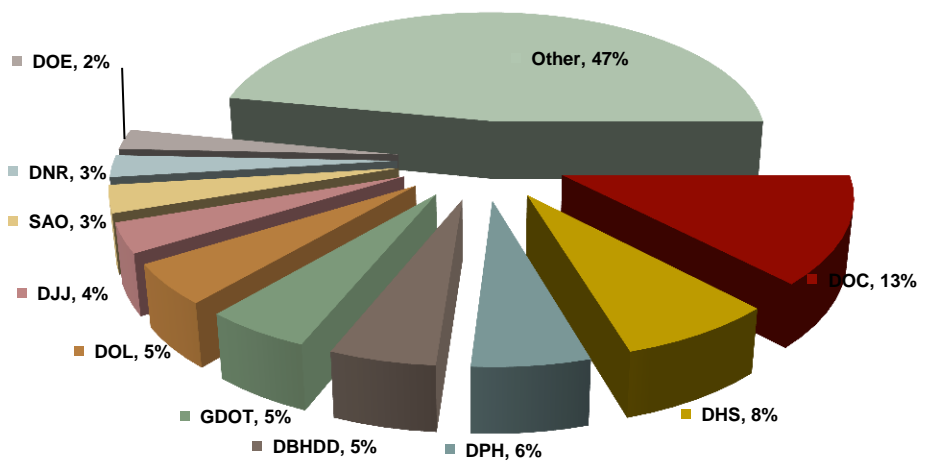


# TeamWorks Metrics

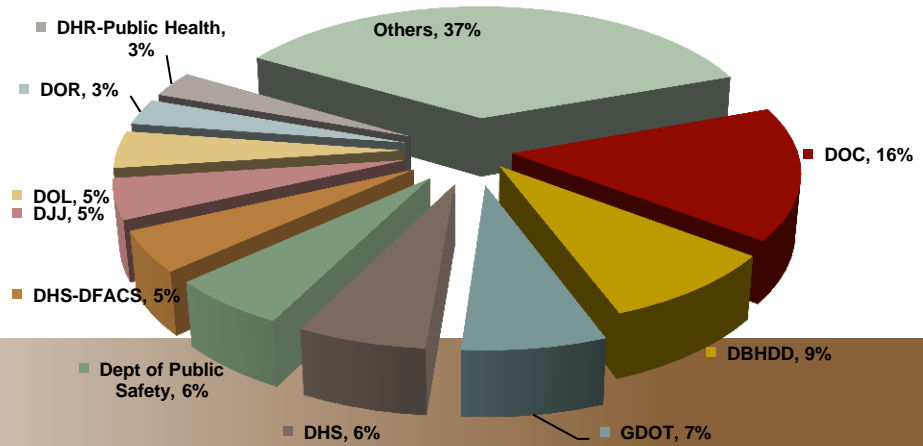
## FSCM Top Ten Agencies Contacting SAO



## HCM Top Ten Agencies Contacting SAO



## Security Top Ten Agencies Contacting SAO



# TeamWorks Training Update



## ▶ **UPK Update**

- TeamWorks HCM Online Training v9.1: Complete
- TeamWorks FSCM Online Training v9.1: In Process

## ▶ **CVIOG Training**

- CFO Refresher Course
- 1099s
- AP/PO Vouchers
- Garnishments
- Tools/Tips/Tricks – Uploads from spreadsheets, works, etc.
- Tree Refresher
- Vendor Set up

# Potential Changes to TeamWorks



- ▶ **Online Security Form to update emails and phone numbers**
  - Remove End User Capability
  
- ▶ **HCM employee change = auto change to Financials**
  
- ▶ **Online Security Form: thru Agency Specific Security Agent**
  
- ▶ **Labor Release Deadline: End of Oct. 2012**