

Per California Code of Regulations, title 2, section 548.5, the following information will be posted to CalHR's Career Executive Assignment Action Proposals website for 30 calendar days when departments propose new CEA concepts or major revisions to existing CEA concepts. Presence of the department-submitted CEA Action Proposal information on CalHR's website does not indicate CalHR support for the proposal.

A. GENERAL INFORMATION

1. Date

4/19/2019

2. Department

Department of FI\$Cal

3. Organizational Placement (Division/Branch/Office Name)

Business Operation and Solutions Division

4. CEA Position Title

Division Chief, FSC

5. Summary of proposed position description and how it relates to the program's mission or purpose.
(2-3 sentences)

Under the administrative direction of the Business Operation & Solutions Division (BOSD) Deputy Director, the CEA A fulfills substantial leadership and policy responsibilities over the FI\$Cal Service Center (FSC). The CEA A will develop policies and procedures on mitigation strategies to avoid incidents, problem management that impacts all statewide FI\$Cal end-users, which includes concerns and risks regarding the effectiveness of service support, classification and prioritization of incidents.

6. Reports to: (Class Title/Level)

CEA B, Deputy Director Business Operation and Solutions

7. Relationship with Department Director (Select one)

- Member of department's Executive Management Team, and has frequent contact with director on a wide range of department-wide issues.
- Not a member of department's Executive Management Team but has frequent contact with the Executive Management Team on policy issues.

(Explain):

8. Organizational Level (Select one)

- 1st 2nd 3rd 4th 5th (mega departments only - 17,001+ allocated positions)

B. SUMMARY OF REQUEST

9. What are the duties and responsibilities of the CEA position? Be specific and provide examples.

The Financial Information System for California (FI\$Cal) began as a business transformation project in 2005, and was formalized with a Memorandum of Understanding (MOU) signed in 2007 by the State Controller, the State Treasurer, and the Directors of the Departments of Finance and General Services.

FI\$Cal is one of the largest and most dynamic information technology (IT) undertakings in the nation based on the number of users, its volume and breadth of transactions, and amount of capital that will flow through it once it is complete. FI\$Cal enables the state of California to combine accounting, budgeting, cash management, and procurement operations into a single financial management system. This eliminates the need for hundreds of independent legacy systems and state-entity-specific applications that support the state's internal financial management operations. FI\$Cal provides more standardization, transparency, discipline, effectiveness, and efficiency for the state's business processes.

The CEA A is responsible for the operation of the FI\$Cal Service Center (FSC) which provides end user support and guidance to over 150 departments and over 15,000 users. The implementation of the FI\$Cal system has changed the way the state does business. Previously, departments and agencies used various systems and databases to process accounting, budgeting, and procurement functions. With the implementation of FI\$Cal, business processes and procedures have drastically changed as users must now utilize an ERP system to conduct their work.

The CEA A provides leadership, oversight, strategic planning, and guidance over the daily operations of the FSC. The FSC provides customer support and incident resolution specifically in the areas of break-fix and general PeopleSoft functionality questions. Staffing of the FSC is comprised of 3 units: FSC Level 1 (L1), FSC Level 2 (L2), and Month-End Close/Year-End Close (MEC/YEC). The CEA A will oversee internal system processes and procedures while monitoring the planning, execution, and control of all activities related to the effort to support FI\$Cal end users.

The CEA A also develops policies and procedures to maintain and improve service support levels and prepares and delivers formal reports and presentations, including persuasive arguments and fact-based evidence to executive leadership that support the policy direction pertaining to the FSC, resulting in statewide impact.

B. SUMMARY OF REQUEST (continued)

10. How critical is the program's mission or purpose to the department's mission as a whole? Include a description of the degree to which the program is critical to the department's mission.

- Program is directly related to department's primary mission and is critical to achieving the department's goals.
- Program is indirectly related to department's primary mission.
- Program plays a supporting role in achieving department's mission (i.e., budget, personnel, other admin functions).

Description: As FI\$Cal transitions from a project to a maintenance and operations focus, the FSC has taken on full responsibility for providing customer support and assistance in day to day transactional activities to over 150 departments and 15,000 users.

The FSC provides customer support in the functional business discipline areas of budgeting, general ledger, accounts payable/receivable, asset management, grant management, procurement, disbursements and audits, cost accounting, project accounting, and cash management. The work performed by the FSC directly supports the mission and vision of FI\$Cal by providing customer support to its' end users resulting in the successful adoption and implementation of the FI\$Cal system.

B. SUMMARY OF REQUEST (continued)

11. Describe what has changed that makes this request necessary. Explain how the change justifies the current request. Be specific and provide examples.

The request for this CEA is part of a larger proposed reorganization of FI\$Cal. As FI\$Cal transitions from a project delivery to maintenance and operations focus, there is a need to realign teams and resources in an effort to provide our customers assistance in the most effective and efficient way. The FSC is our front facing customer service team which provides day to day interaction with FI\$Cal end users.

The FSC will combine subject matter experts (SME) previously assigned to building and testing the system, with existing FSC L1 and L2 staff. This reorganization will improve efficiencies in the work-flow, thus, eventually decreasing FI\$Cal's dependency on contractor staff.

Previously, the FSC reported to a CEA B, Deputy Director of Service Center and Portfolio Management (SCPM). As part of the larger reorganization, SCPM was dissolved. The CEA B concept is being used to create this CEA A with a concentrated focus on managing the FSC. The CEA A will provide leadership, oversight, strategic planning, and guidance for the FSC while ensuring an exceptional customer service experience for FI\$Cal users.

C. ROLE IN POLICY INFLUENCE

12. Provide 3-5 specific examples of policy areas over which the CEA position will be the principle policy maker. Each example should cite a policy that would have an identifiable impact. Include a description of the statewide impact of the assigned program.

The CEA A will develop policies and procedures on mitigation strategies to avoid incidents, problem management that impacts all statewide FI\$Cal end-users, which includes concerns and risks regarding the effectiveness of service support, classification and prioritization of incidents.

The CEA A is also responsible for providing customer service and support, reviewing/developing methodologies to enhance the customer experience, and making policy decisions on business requirements. This position will have significant impact on all policy issues of importance that support the FI\$Cal system and its' stakeholders. The CEA A must understand the various processes and procedures, legislative reporting requirements, and system capabilities to ensure that customer incidents are resolved per the service level agreements. The CEA A will review performance metrics, incident report logs, and customer feedback in an effort to continuously improve methodologies to enhance the customer experience. This position has broad range authority to develop and implement policies that have statewide impact related to the customer service and support of FI\$Cal users.

C. ROLE IN POLICY INFLUENCE (continued)

13. What is the CEA position's scope and nature of decision-making authority?

The CEA A is a member of FI\$Cal's senior management team, which is responsible for providing program and policy direction and formulating state-wide policies related to transacting in the FI\$Cal system. The CEA A is also responsible for working with stakeholders, departments, and agencies in assisting them with their business process reengineering efforts.

14. Will the CEA position be developing and implementing new policy, or interpreting and implementing existing policy? How?

The CEA A is responsible for developing and implementing new policy, as well as interpreting and implementing existing policy. As the state's business processes change or legislative requirements are introduced, the CEA A will review and implement system policies and procedures to better align customer support.