



What is CFIS?

By definition, CFIS is actually an extension of OAKS. In a broader sense, and for the purposes of the support outlined in this document, CFIS is really made up of the end-to-end processes of entering data in QuIC+, having that data entered and processed by CFIS/OAKS, and sending the updated data back to QuIC+. These processes are supported by the following primary system components:

- QuIC+ - Local finance application installed and utilized by each County Local Agency (CLA).
- CFIS_FS - County Financial Information System - File Services interface system utilized to consolidate, stage, and securely transfer data between QuIC+ and CFIS/OAKS.
- CFIS/OAKS – State of Ohio PeopleSoft ERP system extended to manage County Financials.

CFIS Support

CFIS will be supported at the local agency level by Maximus and at the State level by the CFIS Help Desk. In general, local agency users will utilize Maximus as their initial point of contact for issues (see the Maximus Support Scenarios below). If an issue is not supported by Maximus, local agency users will contact the CFIS Help Desk as outlined in Table A.

Maximus Support Scenarios

1. Balancing Issues
2. Any items relating to using screens within QuIC+
3. Any items relating to QuIC+ Reports
4. Error during Allocation Process
5. All items on QuIC+ utilities menu

CFIS Help Desk Support Scenarios

1. FTP Connection problems
2. Codes and mappings (i.e., need to use a code and it is not in my QuIC+)
3. Budget issues (i.e. missing budget for a Grant)
4. File receipt issues (i.e. I was expecting a new QBF to come back approved from the state and it did not)
5. Issues regarding CFIS reports



CFIS Help Desk Hours of Operation

Monday – Friday 7:30 A.M. – 4:30 P.M.

Table A – CFIS Help Desk Contact Matrix

Region	Contact
All Regions & Users	CFIS_HELP_DESK@jfs.ohio.gov Monitored by: Herschel Elkins
Region 1 Delaware, Fairfield, Fayette, Franklin, Knox, Licking, Logan, Madison, Morrow, Pickaway, Union, WIA Areas 3, 11, 17, 19	Mark Anderson 614-387-1897
Region 2 Crawford, Defiance, Erie, <i>Geauga</i> , Fulton, Henry, Huron, <i>Lorain</i> , Lucas, <i>Medina</i> , Ottawa, Sandusky, Seneca, <i>Wayne</i> , Williams, Wood, WIA Areas 4 and 9	Maryann Eversole 614-728-8412
Region 3 Allen, Auglaize, <i>Cuyahoga</i> , Hancock, Hardin, <i>Lake</i> , Marion, Mercer, Paulding, <i>Portage</i> , Putnam, Shelby, <i>Summit</i> , Van Wert, Wyandot, WIA Areas 5, 8, and 20	Patti Gorman 614-644-0593
Region 4 Athens, Hocking, Meigs, Monroe, Morgan, Noble, Perry, Vinton, Washington, WIA Areas 14, 15	Carrie Niino-Koontz 614-995-9907
Region 5 <i>Ashtabula</i> , Butler, Champaign, Clark, Clinton, Darke, Greene, Hamilton, Miami, <i>Mahoning</i> , Montgomery, Preble, <i>Trumbull</i> , Warren, WIA Areas 7, 12, 13, and 18	Sabrina Wadley-Jamison 614-728-1476
Region 6 Ashland, Belmont, Carroll, Columbiana, Coshocton, Guernsey, Harrison, Holmes, Jefferson, Muskingum, Richland, Stark, Tuscarawas, WIA Areas 6, 10, and 16	Tom Nist 330-438-9375
Region 7 Adams, Clermont, Brown, Gallia, Highland, Jackson, Lawrence, Pike, Ross, Scioto, WIA Areas 1 and 21	Pam Mason 614-752-2734
State Users	Cheri Bowles 614-387-5450 Maryann Eversole 614-728-8412
UNRESOLVED TROUBLE TICKETS	614-466-5854
Note: <i>Italicized</i> counties and area numbers designate coverage for vacant region 8.	