



**Department of
Job and Family Services**

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Office of Fiscal & Monitoring Services
Bureau of County Finance
& Technical Assistance

CFIS Web

Webinar

August 16, 2012

Agenda

- Open Issues
- Systems Support
- BCFTA Website
- Application Release & Training
- Q & A

Open Issues

- System Alerts & State Messages
 - Email Notification
 - Detail View
- Reports
 - CR501 Over/Under Reconciliation
 - CR203 Budget Notification (WIA)
 - CR251 Voucher Activity
 - Overall Rounding Differences

Open Issues

- Coding
 - CSEA
 - JFSFC010 replaced with JFSFC890
 - Mapping for Non-Reimbursable (JFSFC998 & JFSFC994)
Now Available
 - WIA
 - PY10/PY11 Youth In/Out School Mapping Corrected –
Refer to Alert 08/15/12
 - Cost Allocation Coding remapped from PY11 to PY12
 - Obligation Coding remapped similar to Accruals
beginning 07/01/12

CFIS Web System Support

- OIS
 - Provides Application & System Support
- BCFTA
 - Provides end-user support to County Agency Fiscal Staff through the BCFTA Help Desk & Remedy
 - BCFTA Utilizes a Tiered Support Model
 - Tier 1: Fiscal Supervisor
 - Tier 2: Remedy
 - Tier 3: Call Center

BCFTA Contacts

- Each county/area can have up to two designated people that can submit Remedy tickets or call into the help desk
(after utilizing the tiered support model)
- A list of current designees by county can be found on our website.

BCFTA Call Center

- 614-752-9194
 - Hours of Operation - 7:30AM to 5:00PM M-F
 - Closed on all state holidays
- If your call is not answered or if you call after hours, you will be directed to a general voice mail box.
 - Calls will be returned within 1 business day.

7078 Process

- Any user requiring access to CFIS Web or the Remedy System must submit a signed 7078 form.
- This form allows BCFTA to provision them within Remedy.
- Please email the CFIS Help Desk with your 7078 request.

Current Issues with Remedy

- Issue: Currently some Remedy requests are coming into the Help Desk with out notes or details attached.
- Resolution: We are working with OIS to resolve this issue.
 - In the mean time, please type and attach your notes to your Remedy request.

Tracking in Remedy

- If you have submitted a Remedy ticket you can track the status of the ticket by logging into Remedy
 - Select Request Entry
 - Click on the ticket
 - View the Request Status - in the lower left side of the screen

BCFTA Website

- Major Updates to Site
 - <http://jfs.ohio.gov/ofs/bcfta>
- CFIS Web & Help Desk
 - Training Materials, User Guides, Webinars and Q & A's, and Links to Test and Production Site for both CFIS Web & Remedy

Application Release

- PAA/SSRMS Functionality
 - User Acceptance Testing completed August 8, 2012
 - Two Full Days with 3 Agencies Participating
 - Production Release by August 31, 2012
 - Training
 - September 17 – October 16
 - Focus is on Quarter Close in CFIS Web

Questions?