



Statewide Financial System Program Communications Liaison Conference Call Agenda/Meeting Notes

Date:	July 27, 2011	Time:	1:30 PM – 2:30 PM
Subject:	User Support Conference Call	Conference Call Info:	Phone #: 1-866-394-2346 Conference Code: 415 356 8435
Agenda Prepared by:	User Support SWAT Team	Minutes Prepared by:	User Support SWAT Team
Objective:	To facilitate discussion, provide guidance and resources, and resolve issues and concerns of User Support (USL) Liaisons.		
Conference Call Ground Rules:	To ensure a productive call, please remember the following ground rules: <ul style="list-style-type: none"> • Please do not place the conference call on hold; on-hold music makes it difficult to facilitate and participate in the call. • Please place your phone on mute any time you are not actively participating in the call, to avoid outside noise such as the sound of typing, private conversations or other inadvertent noise. 		
WebEx Info:	Visit www.meetingcenter.net/ . Click “Join a Meeting.” Enter the Meeting # and click “Join Now.” Meeting #: 595 265 223		

AGENDA			
What	How	Who	Time
Review and discuss Agency User Support Plans and Tier 1 Support Preparation	Discussion	SFS User Support SWAT Team / Agency User Support Liaisons	20 mins
Discuss User Support Plan Guidelines and Timeline	Discussion	SFS User Support SWAT Team / Agency User Support Liaisons	20 mins
Share best practices and lessons learned, address issues and concerns	Discussion	SFS User Support SWAT Team / Agency User Support Liaisons	10 mins
Discuss questions on User Support roles, strategies, available training materials and resources	Discussion	SFS User Support SWAT Team / Agency User Support Liaisons	5 mins
Next User Support Liaison Workshop	Discussion	SFS User Support SWAT Team / Agency User Support Liaisons	5 mins

ACTION ITEMS					
Description	Assigned To	Due Date	Status	Date Opened	Date Closed
Provide a package (i.e. “Developing Your Plan Guidelines”) for the USLs	SFS User Support SWAT Team	7/6/11	Closed	6/13/11	7/25/11
Provide Agency USLs with FAQs on BPR Sessions / UAT as part of the User Support Knowledge Base	SFS User Support SWAT Team	6/29/11	Closed	6/13/11	7/25/11
Supply Agency USLs with template for the User Support Implementation Plan	SFS User Support SWAT Team	7/6/11	Closed	6/13/11	7/25/11
Share guidelines for user support activity timeline for Agency USLs	SFS User Support SWAT Team	7/6/11	Closed	6/13/11	7/25/11



Statewide Financial System Program Communications Liaison Conference Call Agenda/Meeting Notes

ACTION ITEMS					
Description	Assigned To	Due Date	Status	Date Opened	Date Closed
Provide Agencies with listing of USLs and Super Users; all updates included.	SFS User Support SWAT Team	7/6/11	In progress	6/21/11	Will be posted 7/27 to User Support web page: http://www.sfs.ny.gov/programElements/UserSupport.htm
Identify Administrators via Role Mapping Task	Agency USLs	7/8/11	Complete	6/20/11	7/20/11
Security Administrator and Workflow Administrator Workshop / Training	Agency USLs	8/30/11	Open	7/14/11	
Provide the SFS with Tier 1 User Support Readiness	Agency USLs	9/1/11	Open	6/11/11	
Support Readiness Strategy documented and submitted	Agency USLs	8/3/11–10/1/11	In progress	6/11/11	
Super User Network identified and trained	Agency USLs	8/11/11–10/1/11	Open	6/11/11	
Agency end users notified of support structure, contacts, and resources	Agency USLs	8/30/11 – 10/1/11	Open	6/11/11	