



IBC FMD Oracle Federal Financials Monthly User Group Meeting Agenda

Wednesday, August 21, 2019
10am EST/8am MST

Conference Line:

1-877-989-1258 / Participant Code: 259132

Customer Agency Participants:

ABMC <input checked="" type="checkbox"/>	CSP <input checked="" type="checkbox"/>	DCC <input type="checkbox"/>	EEOC <input checked="" type="checkbox"/>	FTC <input type="checkbox"/>	ITC <input checked="" type="checkbox"/>	MCC <input checked="" type="checkbox"/>
NLRB <input type="checkbox"/>	NTSB <input type="checkbox"/>	OSC <input type="checkbox"/>	PDS <input type="checkbox"/>	PSA <input checked="" type="checkbox"/>	SLS <input checked="" type="checkbox"/>	SSS <input checked="" type="checkbox"/>
TDA <input type="checkbox"/>	DMS <input checked="" type="checkbox"/>	TIB <input type="checkbox"/>	USC <input checked="" type="checkbox"/>			

General Updates:

- ❖ P2P Branch Follow-up: IBC/FMD Customer Bulletin – CLM / iPro Receiving and Invoice Controls Issues (Bonnie Perry/Scott Abram)
 - Customer Bulletin sent to IBC/FMD customers August 6, 2019 presenting issue and proposed solution.
 - Customers vote on implementation of proposed solution requested. Please send email vote to john_maye@ibc.doi.gov , scott_abram@ibc.doi.gov , bonnie_perry@ibc.doi.gov.
- ❖ CLM Users Group (Matt Mariam)
- ❖ Monthly OBIEE Client Meeting - Wednesday, August 21 **11:00 - 12:00 EST** (9:00 – 10:00am MTN) Conference Bridge: Dial-In: 877-987-0250 / Passcode: 330100
- ❖ Clients discussion items:
 - Alex Le (USC) - Prod Control automatically creates a ticket when a scheduled process fails, then the ticket assigned to the proper team. The credit card interface has been failing for seven straight days for USC because they have a credit transaction that needs to be applied. The P2P team has been contacting Alex to have USC process a credit card repost transaction against a PO so the file with the credit transaction will process. The P2P team can provide more detail if needed, but this issue occurs occasionally if the client agency does not stay current on their credit card reposts. The P2P team was just doing their job; however, Alex was rather annoyed by all the IBC



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requests to fix the issue in an attempt to close the several open Prod Control tickets. Alex asked why multiple tickets created for the same issue. Neelima was on the call and took the action item to address the multiple tickets that created by Prod Control.

- Xiaolin Le (AMBC) - The Helpdesk hours apparently changed from starting at 6 am ET to 6 am MT. Xiaolin asked why they were not informed. We were not aware of any change to the helpdesk hours, but Vince took the action item to follow-up with the CSC Helpdesk.
- Ravi Chandrabhatla (CSP) - Discoverer reports were slow earlier in the week. Neelima stated that the DBA's were looking into the issue.