



IBC FMD Oracle Federal Financials

Monthly User Group Meeting Agenda/Notes

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

Customer Agency Participants:

ABMC <u>X</u>	CSP <u>X</u>	DCC ___	EEOC <u>X</u>	FTC ___	ITC <u>X</u>	MCC <u>X</u>
NLRB ___	NTSB ___	OSC ___	PDS ___	PSA <u>X</u>	SLS <u>X</u>	SSS <u>X</u>
TDA ___	DMS <u>X</u>	TIB ___	USC <u>X</u>			

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 requests to fix the issue in an attempt to close the several open Prod Control tickets. She asked why multiple tickets created for the same issue. Neelima was on the call and she 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. She asked why they were not informed. We were not aware



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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.