



**Office of  
General Services**

**Business  
Services Center**

## Information Announcement

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# New BSC Customer Forum to Focus on Finance Services

**November 18, 2015**

Starting December 1, the BSC will begin holding monthly meetings with our customer agencies to learn more from them about what is working well and how we can improve. We want to share our ideas and hear your suggestions about changes we can make, and talk about best practices and lessons learned.

These meetings will replace the current monthly finance service line conference calls scheduled on Tuesdays at 11:00 a.m. Our first Customer Forum meeting will be held on December 1, 2015 from 9:00 – 11.00 a.m. at Building 5 on the Harriman Campus. This meeting will include a kickoff to the forum format and will focus on the purchasing/accounts payable functions. The second meeting, will be on December 15, 2015 and will cover travel & expense and credit card administration.

Your agency is invited to send up to two representatives to attend in person. In addition, a WebEx will be set up for each meeting for agencies that can't attend in person. Registration for each forum meeting will be via the Statewide Learning Management System (SLMS) at <https://nyslearn.ny.gov/>.

These meetings are to discuss broad topics that touch all agencies and will not be used as an avenue to discuss specific transactional issues. If you would like to talk about a specific transaction, please contact the BSC service line directly.

We believe these meetings will be a great way to improve the services the BSC provides to your agency and we are looking forward to working with you directly. If you have any questions regarding the BSC Customer Forum, please email [BSCCustomerCare@ogs.ny.gov](mailto:BSCCustomerCare@ogs.ny.gov) or call (518) 457-4272.