



INFORMATION ANNOUNCEMENT

Andrew M. Cuomo
Governor

RoAnn M. Destito
Commissioner

FileNet Training

The Business Services Center is making final plans for the initial implementation to the new automated workflow solution system, FileNet, which will be used to allow the BSC to better track and manage finance transactions while also supporting agency interactions in these processes. This system will eventually replace VisiFlow which is currently used for accounts payable (AP) transactions and will also offer credit card and purchase order change notice options. All BSC customer agencies will be required to access FileNet to approve invoices and maintain/correct records as necessary. This new system will offer greater transparency and help the BSC provide better customer service through automated tracking of transactions. Initially both VisiFlow and FileNet will be used for accounts payable transactions, while FileNet is integrated.

The first component of FileNet to come online will be the credit card module with a go live date of April 1, 2014. The accounts payable and purchase order change notice modules are still in the testing phase, their go live date will be announced once testing is completed.

Agencies will continue to email all credit card applications and renewals to the BSC Credit Card unit at bsc.cc.applications@ogs.ny.gov. Then, starting April 1, agencies will be able to log into the FileNet system to verify receipt of credit card applications or to track the status of requests. At that time agencies will also begin to receive emails from FileNet regarding any information needed to complete their application.

In anticipation of this implementation, the BSC is offering training sessions for the credit card and accounts payable modules in FileNet. All agencies are encouraged to participate in one of the sessions for each module to ensure they have up-to-date information on each module. Since some training was already provided, credit cards will be offering both refresher and comprehensive training sessions. Accounts payable training sessions will be comprehensive and include everything agency staff need to know about approving and updating accounts payable transactions in FileNet.

Please find webinar training dates, times, and topics detailed on the following page. Conference call-in information and training materials will be posted on the BSC website at <http://bsc.ogs.ny.gov/content/training-resources> prior to training. Training sessions are targeted to be 1.5 hours in length; however, they may be a slightly longer or shorter depending on the needs of the group taking the training. Please contact Samantha Smith at samantha.smith@ogs.ny.gov or (518) 408-1051 to register for these sessions. When registering, please provide the following information: agency name, attendee name, session attending and how many staff will be at the session, if applicable.

FileNet Training Schedule for Credit Card and Accounts Payable Modules

Module	Training Type	Session	Date & Time	Webinar Link	Webinar Password	Conference Phone #	Phone Code
Credit Card	Refresher	Session 1	Monday 3/31/14 10:00-11:30 AM	https://meetny.webex.com/meetny/j.php?MTID=mb648d8c9088cb135aa67698bf09bb85e	Filenet1	(866) 394-2346	54387 00228
Credit Card	New Agency	Session 2	Wednesday 4/2/14 2:00-3:30 PM	https://meetny.webex.com/meetny/j.php?MTID=maa737b8fbb93e2905034d2b4b8b9fec0	Filenet2	(866) 394-2346	54387 00228
Credit Card	Refresher	Session 3	Friday 4/4/14 2:00-3:30 PM	https://meetny.webex.com/meetny/j.php?MTID=m47486293da4bbee67164f72ff7f82e4d	Filenet3	(866) 394-2346	54387 00228
Credit Card	New Agency	Session 4	Monday 4/7/14 2:00-3:30 AM	https://meetny.webex.com/meetny/j.php?MTID=m5124735012555be632d64e711e2e8a97	Filenet4	(866) 394-2346	54387 00228
Accounts Payable	All Agency	Session 1	Tuesday 4/1/14 2:00-3:30 PM	https://meetny.webex.com/meetny/j.php?MTID=m00e26ab1ab2a56c5eb3754b74f535a25	Filenet5	(866) 394-2346	54387 00228
Accounts Payable	All Agency	Session 2	Thursday 4/3/14 10:00-11:30 AM	https://meetny.webex.com/meetny/j.php?MTID=mf91a6c1c630f224b70103ef5cc6e8457	Filenet6	(866) 394-2346	54387 00228
Accounts Payable	All Agency	Session 3	Tuesday 4/8/14 2:00-3:30 PM	https://meetny.webex.com/meetny/j.php?MTID=m20ae0fd547a00bc00bd6da9775127cea	Filenet7	(866) 394-2346	54387 00228
Accounts Payable	All Agency	Session 4	Thursday 4/10/14 10:00-11:30 AM	https://meetny.webex.com/meetny/j.php?MTID=mc5e520bbe993739cddc54a14fd996e72	Filenet8	(866) 394-2346	54387 00228

Please reach out to our Technical Services Unit with any technical questions you may have about the FileNet implementation at your agency, including how to setup user accounts and the web browser requirements, at bsctech@ogs.ny.gov or via phone at (518) 457-4272.

We welcome your feedback and look forward to continuing to work with you as we implement FileNet and work to continuously improve your customer experience. For general questions about FileNet, please contact the BSC Customer Care Team at bsccustomer@ogs.ny.gov.

Release Date: March 28, 2014

For more information visit the BSC website or contact the BSC today!