Customer Records Workgroup Topics

# Overview

Our goal is to develop guidance and best practices for agencies to analyze and manage legacy customer record data in preparation for implementation of Florida PALM. Through discussions and comparison of agency practices and needs, the group will:

* Identify and discuss current practices and state of legacy data;
* Develop and share expectations, tools, and guidance for analyzing and cleansing legacy data; and
* Provide input for creating or updating policies and best practices to support standardization of data and processes in Florida PALM.

Participants are asked to evaluate your agency for questions related to legacy data, data management, and future state expectations.

Why are you here:

A&A has recognized that to move into a new accounting system, data needs to be in a good place We're trying to educate agencies to get their data in a good place for the future to be easier. We need to make sure its accurate and valid.

We defined Customer Records as not vendors. People that you collect money from, or invoice/bill. May be related to AR and collections.

## What is your agency’s process?

* APD is unique. They use the ABC billing system. They do not bill or collect in FLAIR because of the service codes which are more specific than object codes. ABC tracks and reports at a very granular level. Will not convert data into Florida PALM.
* DEP has customer records in multiple places because each program area manages their own customer records because they invoice. They bulk it into groups to be put in FLAIR. Programs supply names, addresses, and details if they have to go to collections.
  + If they are in collections, they are in a specific AR category. Could have customers that deal with multiple programs and would have separate account numbers with each program. Do not intend to convert customer records.
* DMS – The Divisions do their own billing. They have 10 Divisions, such as MFMP, DSGI, PF, Div-tel. They use Oracle Financial and track everything by the customer number. Once entity could have multiple accounts. They will have to keep Oracle. They may implement a new system MIP.

## Do you require your programs to maintain data?

* APD – Regional offices will purge clients or perform updates to the service code maintenance.
  + Purging and cleaning is an easy thing to make low priority. It does not hurt anything.
  + Use a separate system because FLAIR does not do what is needed.
* DEP – Many of the customers are under contract, and they pay annually until they no longer have the land. They continue to invoice until the customer notifies them that they no longer own land. The records are inactivated if they are notified, they are no longer needed. Have a 5-year retention period.
* DMS and DEP do not really know what Divisions do.

## How many records does your agency have within the system?

* DEP – Thousands
* APD – Thousands
* DMS – Five Thousand - Moving from Oracle to MIP in July. This gives them questions to take back to Division staff and revenue staff. They will find out if they are cleaning up the data to make sure that it is as clean.
* APD – Only puts info into FLAIR with a flat file. Not putting service codes or any other data.

# Legacy Data

What types of customer records does your agency record today?

What information does your agency capture within the customer record?

Does your agency manage customer records directly in FLAIR or through an agency business system?

* All agencies in attendance use an agency business system.

How do you assign each customer’s identification number?

* APD/ DMS– Numbers are sequential

Is there information within the customer records that your agency must capture? Example, do you use customer records to distinguish a specific location of a customer who has multiple location.

* APD uses ORG codes to distinguish between regions that are using the customer, but the records roll up.
* DEP – Customers are separated by Program. Stores may have a main account number and then different locations have a facility ID. For water or State Lands, each location would have a different invoice.

Did your agency identify in critical dependencies or learn important information on customer records during your PAWS sessions or Task 324 analysis?

* APD – Retiring ABC, but not for FLP. It is a mainframe system, and they are moving to iConnect. They will also be doing 2 big implementations but will not be using the billing portion yet.

***\*The questions below were discussed in general above\****

# Data Management

Has your agency started analyzing legacy customer data?

What data cleansing procedures does your agency currently use for the cleaning up your customer records?

What is the frequency at which your agency reviews and manages customer data?

What are common data issues for customer records?

How does your agency plan to identify customer records that will continue to be needed once in Florida PALM?

What are your agency’s concerns for the readiness of your customer records for use in Florida PALM?

What lessons have you learned through other projects (object code standardization) that could be applied here?

What tools or assistance is needed for your agency to analyze customer records more effectively in the future?

What best practices could we share with all agencies for managing customer data?

# Future State

What are standard practices that should be used across agencies for managing customer records, and what differences in practices are appropriate to maintain flexible business processes among agencies?

What existing policies are helpful?

Where are there current policy gaps?

What assumptions do we have about customer records conversion?