	FLAIR and CMS Replacement Project (FCR) **SME Workgroup Meetings** **Meeting Notes and Action Items**

Meeting Details

Process Area	Accounts Receivable / Billing Receipt (ARB) – R1
Meeting Date	Friday, November 21, 2014
Meeting Time	9:00am – 12:00pm
Meeting Location	Fletcher Building, Room B103
Attendees	Sabrina Donovan (LAF), Libby Grimes (DJJ), Kedra Lewis (DJJ), Vanessa Sweet (DJJ), Thomas Poucher (DACS), Peggy Brown (DACS), ~~Larry Hurley (DBPR)~~, Eric Thiele (DBPR), Christina Smith (DFS), Tim Hsieh (DFS), Tiffany Helton (DFS), Stanton Beazley (DFS), ~~Melissa Turner (FCR)~~, Angie Robertson (FCR), Deana Metcalf (FCR), Paula Crosby (DBPR), Tanner Collins, (DFS)
Meeting Objective	Review and Discuss Standardization Level 1 Business Process Flows
Attachments/ Related Documents	SME Workgroup Guidelines; Level 1 Standardized Process Flows and Narrative

#	Topic	Leader	Allotted Time
1	Introduction • General Housekeeping • Name, Position/Role at Agency, Experience with Process Area	Angie	**15 min** (9:00am-9:15am)
2	FCR Project Overview and Role of SME Workgroups	Angie	**45 min** (9:15am-10:00am)

Notes:

- The group reviewed the recommendation of the FLAIR Study including the vision and goals set forth for the FCR project.
- The group discussed the importance of balancing standardization, flexibility and efficiency.
- Common themes noted in the FLAIR Study were standardization, governance and adoption.
- This first phase of the project (identified as “Pre-DDI”) will include efforts across multiple tracks with the Business Process Standardization (BPS) team focused on standardization and requirements.
- The BPS team has established a set of 10 financial processes that will document end-to-end processes. The goal of the BPS Track is to design the standards for future state processes that will part of the new core business system.
- Agencies are being asked to participate in these workgroups to review and update process flows developed by the BPS team. DFS is challenging agencies to help keep the decision making boxes to a minimum resulting in less complexity which supports the ability for standardization.
- SME Workgroup Guidelines were provided to the group for reference.
- The BPS team is planning to bring in contract staff to support efforts in the BPS Track (target is to bring them onsite in February 2015).
- SME Workgroup Meetings (with small sets of agencies) are scheduled to occur October 2014 – February 2015 (for Level 1).
- Another round of SME Workgroup Meetings (with an expanded set of agencies) are scheduled to occur April 2015 – June 2015 (for Level 2).
- Workshops (to review Level 2s with all agencies) are scheduled to occur in June 2015.
- Some agency SMEs may be asked to support the requirements finalization.
- This Accounts Receivable / Billing to Receipt (ARB) process area is scheduled to have three sessions.

	FLAIR and CMS Replacement Project (FCR) **SME Workgroup Meetings** **Meeting Notes and Action Items**

#	Topic	Leader	Allotted Time
	Break		**10 min** (10:00am-10:10am)
	Icebreaker	Angie	**5 min** (10:10am-10:15am)
3	Walkthrough of Process Flow • Overview of Template • Review of Flow and Narrative	Deana	**45 min** (10:15am-11:00am)

Notes:

- The group reviewed the format of the Business Process Standardization Model for Level 1 for ARB:
  - Business Process Standardization (which include scope, approach, SME workgroup members, assumptions, definitions)
  - Standardized Process Area Overview (Description and Workflow)
  - Standardized Process Area Details (with references to governing laws or policies)
  - Control Points
  - Key Performance Indicators/Measures
  - Reporting
  - Accounting Events
  - Integration
- The drafted Level 1 process flow includes a legend to identify control points, reports needed, accounting events and integration points.
- The drafted Level 1 process flow includes reference to other process areas.
- Integration points will not be created for every agency sub-system; there will be consideration for the major business systems. Decisions will need to be made regarding what data is recorded in which system.
- The group reviewed the initially documented assumptions for ARB but recognizes there are others that may need to be added. A key assumption is that all customers will be stored at the enterprise level.
- For reporting, there is a placeholder for Level 1. These will be expanded during Level 2. Some reports might be used for performance indicators and budget planning/forecasting.
- Processes are intended to capture activities that occur both inside and outside of a system.
- KPI/Measures should help us know how well we are managing our processes. Group members should consider what are good KPIs to include that will speak to how efficiently or effectively we're managing our processes.
- The group discussed the importance of spending ample time during the design and build period to ensure that the data that crosses modules is set up correctly. Peggy Brown provided an example where the Invoice ID value in ARB did not integrate across modules in her previous experience.
- The group discussed the scenario where not all amounts billed/invoiced are truly receivable. An example would be DBPR with their annual / periodic license renewal notices. License holders do not always renew and therefor the amounts may not be receivable. The different types of billed amounts will need to be appropriately captured for forecasting and collections purposes, based on the varied nature of the items.
- The group discussed the term "customer". Some agencies do not consider those that owe them funds to be customers. As with license renewals that do not get renewed, some agencies are owed funds by offenders, etc. that are considered "payees" instead of customer.
- The group discussed the collections process and that there are a variety of exemptions and extensions available and that not all agencies must use the DFS collections process or agent. The collections and write-off timeline are not only affected by the passage of time (i.e., by date certain), but also by other facts such as legal sufficiency (i.e., bankruptcy, death, etc.).

FLAIR and CMS Replacement Project (FCR)
SME Workgroup Meetings
Meeting Notes and Action Items

#	Topic	Leader	Allotted Time
	• The fact of overpayment, pre-paids (security deposits), and installments were discussed as considerations to include in the process flows. The group will need to consider how to capture for Level 1 and Level 2. For Level 1, the group agreed that the addition of a "Clearing of AR Accounts" should be added to the flow to document the events that happen to an account occur outside of the receipt of funds. • A&A and BPS Workgroup members agreed to meet before the next Workgroup meeting to discuss the collections process to make edits to the flows for discussion at the 12/5 Workgroup meeting.		
	Break		**10 min** (11:00am-11:10am)
	Icebreaker	Angie	**5 min** (11:10am-11:15am)
3	Walkthrough of Process Flow *(Continued)*	Deana	**35 min** (11:15am-11:50am)
4	Close Meeting • Action Items • Homework • Next Meeting Date / Time / Location	Angie	**10 min** (11:50am-12:00pm)
	Notes: • The group reviewed the action items and homework assignment. The next meeting is set for 12/5/14, Fletcher Building, Room B103 from 9am-12pm.		

Action Items			
Action Item #	**Description of Item**	**Assigned To**	**Due Date**
1	Timing for setup of Communications	Angie	12/5
2	Add definition for "Customer"	Deana	12/5
3	ARB 1.4 – Title change "Deposit Process"	Deana	12/5
4	Add the need to develop a Policy on level of detail for "customers"	Deana	12/5
5	Update Debt Collection language to state "no later than 120 days" – ARB 1.6	Deana	12/5
6	Forward Debt Collection exemptions / CFO Memo to FCR Team	Tanner	12/5
7	Update process flow to include overpayments / refunds	Deana	12/5
8	Update process flow to include reserve amounts, security deposits and advances	Deana	12/5
9	Update process flow to include installment payment process	Deana	12/5
10	Update the narrative to document the need to be able to classify customers	Deana	12/5

Action Items			
Action Item #	**Description of Item**	**Assigned To**	**Due Date**
11	Add the need to develop a Policy on offsetting of payments.	Deana	12/5
12	Update the process flow for Offset / Collections / Write-Off (Set up meeting with FCR Team)	Tanner	12/5
13	Provide a listing of agencies with independent authority to contract with a collection agency	Tanner	12/5
14	Create a "Clearing of Accounts" section within process flow to encompass different ways accounts are cleared (write-off, waived, paid in full etc.)	Deana	12/5
15	Provide a listing of agencies (or stats) on E-check / ACH verification – What are the costs vs. savings?	Stanton / Deana	12/5
16	Include Integration point in section ARB 1.2	Deana	12/5
17	Remove DFS Contracted from collection agency box on flow	Deana	12/5
18	Think about any agency assumptions or needs that occur regarding the accounts receivable billing process. Also include any "nice to have" items that your agency would like within the new system.	SME Workgroup Members	12/5
19	Provide information on what items your agency monitors/reports on that would be useful for the new accounting system to provide	SME Workgroup Members	12/5