



2021–2025

# Department of FISCAL

## STRATEGIC PLAN

# Message from the Director

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The FI\$Cal system modernized how the state of California manages its finances and is one of the largest and most dynamic IT and business-transformation undertakings in California's history. It eliminates the need for hundreds of independent legacy systems by combining the state's accounting, budgeting, cash management, and procurement operations into a single financial-management system.

It's a big job to support the financial management of California, which serves 40 million residents and boasts the fifth-largest economy in the world. Enormously complex by its very nature, FI\$Cal is used by 152 departments and nearly 15,000 state employees who process more than \$350 billion in expenditures each year. FI\$Cal is the procurement system utilized by all state departments and has over 140,000 suppliers tracked in the system that sell goods and services to the state. Departments are paying their bills and balancing their budgets every single day using the FI\$Cal system.

FI\$Cal is the system utilized by the State Treasurer's Office to track more than \$2 trillion in banking transactions annually; and it is the budgetary system used by the governor, the Department of Finance, and the Legislature in the preparation, proposal, and enactment of the state's annual spending plan.

In addition, FI\$Cal has made California state government finances significantly more transparent through the creation of Open FI\$Cal, the website that opened California's "books" to allow the public to view how taxpayer money is being spent. That's a big win for government accountability and transparency!

At FI\$Cal, our customers stand at the forefront of what we do, and I'm always eager to share our evolution and how we are moving forward as a system and a department. We are pleased to present the Department of FISCal's 2021-2025 Strategic Plan, which defines our commitment to the state, our customers, our employees, and the people of California. It outlines our five-year strategy, including the department's shared Mission, Vision, Values, Goals, and Objectives. The plan serves as a guide to our continued success.

Sincerely,

A handwritten signature in blue ink that reads "Miriam Barcellona Ingeñito". The signature is fluid and cursive.

Miriam Barcellona Ingeñito

Director

Financial Information System for California

# Mission, Vision & Values

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## OUR MISSION

To operate the statewide financial system to enable California to perform budgeting, procurement, cash management and accounting functions transparently and efficiently.



## OUR VISION

To provide world-class customer service, innovative solutions and efficient system operations as a trusted partner.

MISSION

VISION

VALUES



## OUR VALUES

**CUSTOMERS FIRST:** Delivering high-quality services for a superior customer experience.

**INNOVATION:** Incorporating cutting-edge technology to enhance security, reliability and efficiencies.

**INTEGRITY:** Promoting accuracy, accountability and transparency.

**DIVERSITY, EQUITY AND INCLUSION:** Fostering a culture that values differences and promotes fairness and respect.

# Our Key Goals



**1. Continuous Improvement** *Continue to evolve to meet the changing needs of our customers.*

**Strategies:**

- Meet all project requirements.
- Innovate and improve the customer experience.
- Maintain continuity of operations with minimal business disruption.
- Leverage analytics to identify improvements for user efficiency.



**2. Accuracy, Integrity and Transparency** *Promote accuracy, accountability and better decision-making through transparency.*

**Strategies:**

- Modernize statewide processes through innovative solutions.
- Support data-driven decisions by customers.
- Comply with applicable laws, rules, policies and regulations.
- Increase the state's financial transparency.



**3. Outstanding Customer Service** *Continuously improve customer experience through high-quality services, effective communication and broad collaboration.*

**Strategies:**

- Deliver high-quality services.
- Communicate effectively.
- Deliver ongoing education and training.
- Increase collaboration.



**4. Best Place to Work** *Fostering a culture that supports excellence, individual growth, diversity and teamwork.*

**Strategies:**

- Recruit and retain a broad range of talent.
- Promote personal job fulfillment and satisfaction.
- Enhance staff development and training programs.
- Establish staff succession plan.

# Functionality

The FI\$Cal system integrates and standardizes the processes for statewide budgeting, procurement, cash management and accounting. To support these processes, FI\$Cal provides the following major functions:



## Services

### Financial Transparency Portal

FI\$Cal made the financial information of the state of California significantly more transparent through the creation of Open FI\$Cal, the website that allows the public to monitor state spending and know where their tax dollars are going. The pilot site launched in September 2018, immediately promoting accountability and better decision-making. As of December 2020, the site displays expenditure information for 150 departments transacting in the FI\$Cal system, updated every month, and it continues to evolve.

### FI\$Cal Service Center

FI\$Cal Service Center (FSC) is available to assist with issues related to account management, system troubleshooting and general support needs. Customers may contact the FSC's service desk by phone or online.

# FI\$Cal Learning Center

The FI\$Cal Learning Center is a one-stop learning experience to help end users master the skills needed to become confident and successful FI\$Cal users.



Job aids with step-by-step transaction instructions.



Online self-paced training tutorials on various business processes.



FI\$CalTV, webcast sessions for users to connect with subject matter experts and receive demos, answers to questions and valuable tips and news.



User Support Labs with FI\$Cal subject-matter experts to help end users complete their work assignments.



How-to video tutorials that address common issues and provide step-by-step instructions.



Virtual instructor-led training that offers a thorough explanation of FI\$Cal business processes and system functionality.

## Self-Service Tools

**ServiceNow**, an online portal for opening and tracking tickets (cases), which also provides answers to frequently asked questions (FAQs).

**Identity Self-Service (ISS)**, an online portal to request or change user accounts and their roles.

**Business Intelligence Tool**, for interactive dashboards and data analysis needs of sophisticated analytics users.

**Operational Insights Dashboard**, a tool for users to filter and analyze their department's transactions which helps determine what tasks need to be completed to reconcile and close books.

**MEC Automation Tool** automates month-end close and streamlines the process so departments can send an automated email request to the State Controller's Office (SCO) to close their months without sending tickets to the FI\$Cal Service Center.

**FI\$Bot**, our virtual chatbot available within FI\$Cal for users to receive instant answers to common questions.



# Our Partners

## **Department of Finance**

The Department of Finance (Finance) serves as the governor's chief fiscal policy advisor and promotes long-term economic sustainability and responsible resource allocation through the state's annual financial plan. Finance partners with FI\$Cal to ensure the state's finances and financial policies are implemented consistent with all applicable laws, regulations and state financial standards.

## **State Controller's Office**

The State Controller's Office (SCO) is responsible for accountability and disbursement of the state's financial resources. The Controller also independently audits government agencies that spend state funds, and it administers the payroll system for state government employees and California State University employees and safeguards many types of property until claimed by the rightful owners. SCO partners with FI\$Cal to promote financial transparency, integrity and accountability.

## **State Treasurer's Office**

The State Treasurer's Office (STO) has broad responsibilities and authority in the areas of investment, banking and finance. The Treasurer's Office offers resources in areas of economic development, housing, education, health, community investment and small business. The STO partners with FI\$Cal given its central role as a banker, a leader and a regulator of the financial activities around the state.

## **Department of General Services**

The Department of General Services (DGS) serves as business manager for the state of California. The DGS partners with FI\$Cal given its role managing broad, disparate, and critical functions of the state. DGS's involvement helps shape FI\$Cal into a robust purchasing solution that can meet a wide array of needs.



For more information:

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