

## IIAMS User Group Meeting

1-28-2010 @ 3:00PM

Northwood Shared Resource Center

The second User-Group meeting was held with eight of the twelve agencies using the system represented. The following were present.

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The agenda had four significant actionable items. Those items were: who should attend meetings, communication among users, establishing committees and the risk assessment module. The following is a recap of the decisions made and actions to be taken.

### Who should attend the User group meetings?

The IIAMS system provides the framework of how work is done and how auditing standards are met. A primary activity of the user group is to facilitate program enhancements that have a direct impact on the daily activities of each office using the system. As such, Audit Directors from each agency should participate in the group. In addition, because level 2 users have a different perspective than level 3 users, there should be group members that are both levels. Mark and Erin, both level 2, have committed to participate in the activities of the group. All other interested parties are also welcome please contact me.

### Communication among Users

The need for communication among the group was discussed.

We recently had an incident where the Northwood Shared Resource Center was down for three days. This took IIAMS down as well as email servers for some agencies. We agreed to create an emergency notification listing of all email addresses and phone numbers of users. This listing would be used when system problems or potential problems need to be communicated. Jerry will create this listing and distribute to agency contacts. Currently agency contacts are the Audit Directors.

We discussed the need to post information so it would be readily available. Using the current Inspectors General web site was discussed as was the possibility of using sites such as “Google Docs”. The ideal solution is to have a web site attached to the IIAMS system. This may take some time. In the interim e-mail lists will continue to be used. See the “web committee” narrative below.

## **Establishing Committees**

**Six committees were created to address the following: Training, process and procedures, program enhancements (wish list), web, outreach and risk assessment module.**

### **Web Committee**

This committee will determine content of the site and consult with the design and maintenance the site. Kim Rolf at DOH has volunteered for this committee and additional members are needed.

### **Training**

The purpose of the training committee is to develop, coordinate and deliver training for staff that use the system. This includes a *brief overview* for interested persons and agencies. A *comprehensive overview (four hours) and a in-depth hands on (three hours)* is designed for user staff; this is usually in conjunction with an agency going live. Other one-on-one training has been provided usually during the set up phase.

Cynthia and Linda currently make up the committee. If anyone would like to volunteer to help, get in touch with them. Cindy can be reached at 487-2589.

### **Process and Procedures**

This committee will define and document how the system should be used. Think of this committee as creating a user manual although the ultimate objective is to create a HELP screen system for the application. This committee will be made up of Audit Directors.

### **Program Enhancements (Wish List)**

This important committee will create a system to identify, define, prioritize, and track improvements to enhance the system. In defining and prioritizing the enhancement requests, they will take in consideration limited programming resources, complexity of the request, and the “enterprise nature” of the request. (ie. Any changes must be applicable for all users.)

The criterion used when setting priority will include input from the programmer as well as committee members. This committee will present to the full user group any additions to the enhancement lists as well as report on enhancements made to the system. All changes should be documented on a enhancement request forms.

The members of this committee are Linda, Mark, Steven, Donna and Erin.

### **Outreach Committee**

This committee will work with and focus on smaller IG offices that are interested in using IIAMS. They will also work with the Governor's office in designing reports that can be extracted from IIAMS that meet the needs of the CIG. (such as the CIG Quarterly Report) In addition, because of the flexibility of the system and its ability to create multiple standard projects, this committee will present the system to other State of Florida offices that could use the system. Others include, contract management, contract oversight, licensure, or any other activity that requires a standard process and has documentation needs. Laure, Jerry and Kim will staff this committee.

### **Risk Assessment Module**

This committee will design and work with the programmer to add a Risk Assessment module to IIAMS. This project has start date in 60 days and should be operational in the late summer or fall. The system will feature a continuous update to the audit plan, capture of the risk calculation and logic, and a seamless integration into audit projects. This team will be staffed by Joe, Greg, Laure, Jerry and Michael and Michael

The meeting was very productive and for those agencies that are using the system and were not at the meeting, we want you to be a part one of these committees. Call me. For those agencies not using the system, you are welcome to join us. It is painless to get set up and only cost \$20 per user per year charged to your agency via Journal Transfer. (The \$20 is for license agreement for the portal. APD you already have this.)

Regardless, if you are a system user or not you are welcome to attend our meetings. Our conversations are about improving how we do business and improving how we serve our agencies and the people that pay our salary.

jc 2/1/10