



# FASAMS Stakeholders Report

## 1. Activities Completed During the Week Ending 6/19/2020

- FEI continued work on enhancements for FASAMS Version 14.

## 2. Activities Planned for the Week Ending 6/26/2020

- The FEI monthly maintenance window is scheduled for Saturday, June 20, 2020 from 6:00AM – 10:00AM EST. FASAMS production and UAT sites will be down during this time.
- DCF and FEI will work on the prioritization, review, and approval of pending enhancements.

## 3. Upcoming Changes and Noteworthy Details

- DCF has updated the FASAMS JAD schedule and invited representatives from the ME, EHR, facilities, and provider community to join select meetings (currently every other Tuesday).

## 4. Quarterly Release Schedule

The following table lists the dates for the next four regularly scheduled, quarterly releases. These releases will contain approved enhancements and low priority defect corrections.

Quarterly Release	Deploy to UAT	UAT by DCF	Deploy to Production
2020.07.0	06/01/2020	06/01/2020 – 9/30/2020	11/01/2020
2020.10.0	10/01/2020	10/01/2020 – 10/31/2020	11/01/2020
2021.01.0	01/01/2021	01/01/2021 – 01/31/2021	02/01/2021
2021.04.0	04/01/2021	04/01/2021 – 04/30/2021	05/01/2021

## 5. DCF Help Desk Tickets Closed in the Last 30 Days

The following DCF Help Desk tickets have been closed within the past 30 days:

DCF Ticket #	Release	Description	Released to UAT	Closed Date
1681712	N/A	FASAMS Service Request – Job submission errors	N/A	5/19/2020
1689317	N/A	FASAMS - Acute Care Database: Request For All Tickets	N/A	5/20/2020
1698129	N/A	FASAMS Incident – FASAMS TEDS Extract Missing	N/A	6/1/2020
1695495	N/A	FASAMS Interface Error - MedicaidManagement_EnrollmentAndEligibility	N/A	6/1/2020
1678410	N/A	FASAMS Incident - ProviderLicensureDesignationsSystem_PLADS batch job failed	N/A	6/2/2020
1694705	N/A	FASAMS Interface Error - ProviderLicensureDesignationsSystem_PLADS	N/A	6/2/2020
1699568	N/A	User cannot login to FASAMS PROD account	N/A	6/3/2020
1700295	N/A	FASAMS Service Request - Grant Mark Grant access FASAMS production database (Read Access)	N/A	6/5/2020



## FASAMS Stakeholders Report

DCF Ticket #	Release	Description	Released to UAT	Closed Date
1696174	N/A	FASAMS Service Request - Need Service user to FASAMS SQLSERVER DB for Daily application	N/A	6/8/2020
1702647	N/A	FASAMS Service Request - F5 IP address changes	N/A	6/11/2020
1704819	N/A	FASAMS Incident - SQL Server Error on 172.23.119.105/FASAMSPRDB20	N/A	6/15/2020
1698518	N/A	FASAMS Incident - Annual Family Income Field Issue	N/A	5/16/2020

### 6. Open, Unresolved DCF Help Desk Tickets

The following are open/unresolved tickets and their statuses:

DCF Ticket #	Description	Status	Submitted Date
1648444	FASAMS Incident Submission - TEDS Error Review	Work In Progress	3/6/2020 12:32 PM
1650967	FASAMS Incident Submission – No functionality in Firefox or MS Edge	Work In Progress	3/11/2020 3:26 PM
1676650	FASAMS Incident - TEDS validation edit	Work In Progress	4/21/2020
1684452	FASAMS Interface Error - MedicaidManagement_EnrollmentAndEligibility	Work In Progress	5/4/2020 9:26 AM
1693332	FASAMS Interface Error - MasterClientIndex_MCI	Work In Progress	5/20/2020 8:30 AM
1702409	FASAMS Service Request - FASAMS Error	Customer Responded	6/8/2020
1705028	FASAMS Service Request - FASAMS submission error	Work In Progress	6/12/2020 10:59 AM
1705611	FASAMS Incident - Interface Error - MasterClientIndex_MCI failed	Work In Progress	6/15/2020
1708257	FASAMS Enterprise Application - File Stuck	Customer Responded	6/18/2020

Status legend:

- Open: Recently opened, no documented contact with the customer
- Customer Responded: Communication between the ticket submitter and DCF/FEI has occurred
- Work In Progress: Work started or in progress by DCF/FEI

This weekly report is also posted on the FASAMS website:

<https://www.myflfamilies.com/service-programs/samh/fasams/index.shtml>