



## **FASAMS Stakeholders Report**

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SAMH is currently working to improve the quality and efficiency for processing change request for FASAMS. In this pursuit, we ask that all requests for changes to FASAMS (i.e. OCA/covered services, program areas, enhancement requests, etc.) be submitted through the DCF Helpdesk. Requests not submitted to the Helpdesk, moving forward, will be redirected to the Helpdesk before further processing.

Additionally, in effort to ensure the quality of our response, it is critical that we receive sufficient supporting information and/or description of the presenting issue. Such information allows us to best communicate with the subject matter experts and supply the appropriate resolution. In the event additional information is needed, DCF will respond to the sender asking that such information be provided within 10 business days of the original Helpdesk submission. If the needed information is not supplied within a 10-day timeframe, the ticket will be automatically closed and will require the submission of a new Helpdesk ticket.

We greatly appreciate your cooperation with this procedure change, as we believe it necessary to ensure the timely and complete resolution of your requests.

### **1. Activities Completed During the Week Ending 3/20/2020**

- FEI continued work on enhancements for releases 2020.04.0 and 2020.07.0.
- DCF Information Technology personnel transitioned to teleworking in response to the COVID-19 Coronavirus.

### **2. Activities Planned for the Week Ending 3/27/2020**

- DCF and FEI will work to approve enhancements for release 2020.04.0.
- DCF and FEI will work on the prioritization, review, and approval of enhancements for release 2020.07.0.

### **3. Upcoming Changes and Noteworthy Details**

- Release 2020.01.3 deployed to UAT 3/13/2020. This release will fix some of the issues we've had with respect to the TEDS extracts.
- DCF worked with FEI on providing more testing time to facilitate the data structure changes in the 2020.07.0 release. The quarterly release schedule has been updated to reflect the deployment changes.
- The enhancement documents from the last release are in the process of being added to the DCF website. These documents give our MEs more specific information on the completed enhancements from the 2019 Quarter 2 release.
- Release 2020.04.0 is scheduled to be deployed to UAT after 2020.01.3 is deployed.



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### 4. Quarterly Release Schedule

The following 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
2020.04.0	03/18/2020	03/18/20-04/31/20	05/01/2020
2020.07.0	06/01/2020	06/01/20-07/31/20	08/01/2020
2020.10.0	10/01/2020	10/01/20-10/31/20	11/01/2020
2021.01.0	01/01/2021	01/01/21-01/31/21	02/01/2021

### 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
1638520	N/A	FASAMS Interface Error - MasterClientIndex_MCI failed on the FASAMS Daily Report.	N/A	2/20/2020
1638517	N/A	FASAMS Interface Error - ProviderLicensingAHCA failed on the FASAMS Daily Report.	N/A	2/20/2020
1638521	N/A	FASAMS Service Request - Download error	N/A	2/20/2020
1594030	N/A	FASAMS Incident Submission – Staging Table Data Set Delete Request	N/A	2/21/2020
1622154	N/A	FASAMS - UAT hard delete request	N/A	2/26/2020
1608428	N/A	FASAMS Incident Submission – Request for help with FASAMS Acute Care Data Submission issue.	N/A	2/28/2020
1610031	N/A	FASAMS Service Request - Hard Delete Issue with respect to duplicate records	N/A	3/3/2020
1645502	N/A	FASAMS - Documentation on FASAMS Infrastructure Request	N/A	3/4/2020
1635293	N/A	FASAMS Incident Submission – ProviderClient schema issues	N/A	3/4/2020
1647121	N/A	FASAMS Password/Service Request – FEI SharePoint password reset requested	N/A	3/6/2020
1648557	N/A	FASAMS Service Request - XML schemas	N/A	3/9/2020
1650852	N/A	FASAMS Incident - Requesting a new Footprint ticket to correspond with FASAMS system - Locked out	N/A	3/11/2020
1649044	N/A	FASAMS Incident - UAT error MSSM2 and MS920.	N/A	3/12/2020
1652357	N/A	FASAMS Incident – Managing Entities' access to JDV needs to be assessed	N/A	3/16/2020
1652529	N/A	SAMH Service Request – WITS account access disabled	N/A	3/18/2020



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DCF Ticket #	Release	Description	Released to UAT	Closed Date
1647758	N/A	FASAMS - Multiple complaints of DISABLED FASAMS accounts	N/A	3/19/2020
1654586	N/A	FASAMS Service Request – Access to FEI SharePoint site	N/A	3/19/2020
1656808	N/A	FASAMS Password/Service Request – Password issues	N/A	3/20/2020
1636058	N/A	FASAMS Service Request - Qlik access requested for connection to FASAMS database	N/A	3/20/2020

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

The following are open/unresolved tickets and their statuses:

DCF Ticket #	Description	Status	Submitted Date
1621873	FASAMS Incident Submission – Data uploading issue (Acute Care dataset)	Customer Responded	1/17/2020 11:03 AM
1628686	FASAMS Interface Error - MedicaidManagement_EnrollmentAndEligibility Report failed	Work In Progress	1/31/2020 11:42 AM
1635176	FASAMS Interface Error - ProviderLicensingAHCA failed on the daily report	Work In Progress	2/12/2020 9:00 AM
1648444	FASAMS Incident Submission - TEDS Error Review	Open	3/6/2020 12:32 PM
1649950	FASAMS Incident Submission - FASAMS Acute Care error file exception message	Customer Responded	3/10/2020 11:40 AM
1650967	FASAMS Incident Submission – No functionality in Firefox or MS Edge	Work In Progress	3/11/2020 3:26 PM
1652322	FASAMS Incident - Outcome Measure Unknown code error	Customer Responded	3/13/2020 2:50 PM
1655010	FASAMS Interface Error - MasterClientIndex_MCI HD# 13251	Work In Progress	3/18/2020 9:00 AM
1655431	SAMH Service Request - Request that specified facility HIS staff have access to information in FASAMS.	Pending Stakeholder	3/18/2020
1657237	FASAMS Incident - User cannot receive notification after reset the FASAMS application password	Open	3/19/2020 4:52 PM

This weekly report is also posted on the FASAMS website:

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