



March 22, 2023

**To:** Business and Accounting Administrators  
Los Angeles County K-12 School and Community College Districts and Other Local Educational Agencies

**From:** Mitos Quejada, Enterprise Financial Systems Consultant  
Customer Experience Team  
Division of School Financial Services

**Subject:** BEST Advantage System – Financial (FIN) – Auditor Access and Training Requirements

### **Overview**

Occasionally, agencies request LACOE system access for their external auditors. If granted, the external auditors will be assigned inquiry and report access only. The auditors will be given system access upon request by the agency and upon completion of (a) one of the access granting courses and (b) infoAdvantage Report (FIN-150) class. The access granting courses are: Getting Started (FIN-101), Requisition Approvals (FIN-120), FIN for Managers (FIN-130), Requisitions (FIN-200), and Accounts Payable for Interface (FIN-360). These trainings will enable the auditor to learn to navigate the financial system and how to run reports. If the auditors require more training, they can take the existing FIN courses that are currently offered. The list of courses and their descriptions can be found on the BEST Customer Resource Center (CRC) under Training Guides. Link: <https://bestcrc.lacoe.edu/>

### **Procedure**

1. District System Administrator (DSA) will send a request for auditor access to the SFS Security unit at [SFSSecurity@lacoe.edu](mailto:SFSSecurity@lacoe.edu).
2. The security team will work with the agency and their DSA to gather needed information, to set up the auditor as a user with inquiry (INQ) and infoAdvantage report access.
3. The security team will “lock” the end user’s access until the necessary courses are completed. Thereafter, the auditor will be set up as a BEST Learning Management System (LMS) user and will be able to register for courses. Note: This is the same process that is used for new end users.
4. The BEST training team will assign all the FIN courses and email the auditor their LMS credentials. At a minimum, the auditor must register for FIN-101 and FIN-150. If there are no scheduled trainings at the time of the request, the agency/auditor can email the BEST training team at [BEST\\_Training@lacoe.edu](mailto:BEST_Training@lacoe.edu). The BEST training team will work with the auditor to get them trained.

5. Once the auditor has met the minimum training requirements, they can email the security unit to inform them of the completed courses.
6. The security team will confirm and activate the end user and notify the auditor and DSA regarding their BEST Authentication credentials.

**Completion of the audit and deactivation:** The DSA will need to inform the security unit once the audit is completed so that the auditor can be deactivated. The security team will follow up with the DSA in two months if no communication is sent to deactivate the auditor.

Note: There may be cases where an auditor will need access to another agency. If the audit is simultaneously occurring, the security unit will assist by including access to the additional business units being audited. Access to these business units will be limited to inquiry-only and InfoAdvantage.

Please contact Mito Quejada at (562) 922-6711 or by email at [Quejada\\_Mitos@laoe.edu](mailto:Quejada_Mitos@laoe.edu) should you have any questions regarding this bulletin.

Approved:  
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