Wave 3 Budget (BUD) Scheduled to Go Live January 13!

The BEST Advantage System — Budget (BUD) for Wave 3 Agencies will be live effective Monday, January 13, 2020. Below are a few important reminders from the BEST Project BUD team:

- User Credentials to access the BUD system will be distributed to District/Agency District Security Administrators (DSAs) on Monday, January 13, 2020.

- BUD Dimensions (Chart of Account (COA) elements from PeopleSoft) and HRS Reference Tables for Salary and Benefit Projection (SBFS) will be effective as of 1/10/2020.
  - This includes all PSFS financial data as of 11/30/2019 closing and HRS Position, Employee, and Benefit data as of 1/10/2020.

- Wave 3 Districts/Agencies are encouraged to attend the previously scheduled BUD Business Process Modeling (BPM) sessions (see info here) to learn how to:
  - Run BUD report to review and reconcile converted balances
  - Continue discussions on SBFS data analysis
  - Prepare for Tentative/Initial Budget Account Strings (Organization Budget) in anticipation of the BEST Advantage System — Financial (FIN) Requisition/Purchasing Module Go-Live scheduled for May 2020.

As a reminder, the Budget page (https://bestcrc.lacoe.edu/Budget) of the Customer Resource Center (CRC) offers useful tools and links to help get you started. Users can find procedure guides such as how to upload initial budget account strings and how to update/modify a budget. There are also recordings of regional demonstrations and links to COA Mappings that link existing PSFS COAs to BEST Advantage System—BUD COAs. As always, should you have any questions please contact the BEST Help Desk at (562) 922-8888.

Did you know that you can access Computer-Based Training (CBT) modules for some of the most frequent tasks completed within the BEST Advantage System? A supplemental tool to formal end-user training, CBTs are a great way to practice using the system, and can even be used to give future users an idea of what the system looks like. Just head over to the training page (https://bestcrc.lacoe.edu/cbt) of the Customer Resource Center (CRC) and get started today!
Waves 1 & 2 Post-Implementation Resources

Now that Wave 1 & 2 are live in the BEST Advantage System — Budget (BUD) and Financial (FIN), the BEST Project team is still working to make sure your District/Agency has the support they need. Please see below for a list of resources available and please share them with your staff:

- **BEST Help Desk**: The BEST Help Desk, at (562) 922-8888, is your go-to resource for any and all BEST support your agency needs. This includes helping to resolve error messages, training requests, reporting needs and even enhancement requests. By calling the helpdesk, instead of directly calling your favorite SFS or Project support staff directly, representatives will attempt to directly connect you with available support resources immediately, pending availability. Calls to the help desk are tracked and monitored for timeliness and completion.

- **Customer Resource Center (CRC)**: The CRC is a web-based customer portal designed to provide BEST Advantage System end users resources and support both during and after implementation. Available resources include: User Groups, a searchable Knowledgebase, training manuals; interactive, computer-based training modules, quick reference guides, and more. Please encourage your end users to utilize this great tool!

- **User Adoption Sessions**: Is there a specific group of users at your agency struggling? Schedule a user adoption session at your district that will bridge the learning gaps and give your users confidence in the new BEST Advantage System. Specialized BEST Project and School Financial Services staff will come to your agency and work side by side with staff to address outstanding issues they may be experiencing. To schedule a session, reach out to Phillip R. “Chip” Norris III, BEST Project User Adoption Specialist, at Norris_PhillipR@lacoe.edu.

- **BEST Insider Newsletter**: The BEST Insider is a targeted, user group focused newsletter that aims to give tips, tricks and reminders to fully adopt the new BEST Advantage System. All users with applicable security roles will receive these newsletters so watch your mailbox for the next edition or go to the ‘User Group’ section of the CRC to see previous issues.

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**HCM Go Live Update**

As announced in LACOE Information Bulletin #5112, the BEST Project is shifting the first planned Go-live for the BEST Advantage System – HCM for Wave 1 & 2 Districts/Agencies to April 1, 2020. Subsequent go lives are planned to then occur on a quarterly basis, with each successive go live encompassing a larger number of Districts/Agencies. Our planning will always consider readiness first and we will continue to keep Wave 1 & 2 Districts/Agencies informed as to their BEST Advantage System – HCM go-live dates. Wave 3 Districts/Agencies will not begin configuration work in January 2020. Once the timeline for Wave 3 configuration workshops is confirmed, the BEST Agency Ambassadors will advise the Wave 3 Liaisons as to when that work will start. The BEST Project team continues to appreciate the hard work and efforts of those agencies who are working with us as partners to ensure the successful implementation of the BEST Advantage System.