BEST Project Shares Lessons Learned At CASBO Job-Alike

People from across the South Bay gathered in late January for a California Association of School Business Officials (CASBO) Job-Alike workshop to share ideas, learn about techniques and meet with others in their job classification. The BEST Project team took advantage of the opportunity by inviting Waves 1 & 2 school officials who had already been through an implementation of the BEST Advantage System to attend and share their lessons learned, and answer questions from those in attendance. On March 18, 2020, the BEST Project team will be conducting a similar session at CASBO’s Southern Section Workshop Event being held at LACOE, March 18, 2020. Stay tuned for more information on the event by going to the News & Events page of the Business Services section of LACOE’s website.

GERARDO CRUZ, DIRECTOR, FISCAL AND BUSINESS SERVICES, SANTA MONICA-MALIBU UNIFIED SCHOOL DISTRICT, AND RAMI BESHARA, LACOE FINANCIAL PROCESS ENGINEER, SHARE THEIR TIPS FOR A SUCCESSFUL BEST PROJECT IMPLEMENTATION

SFS Increases Training Capacity

The BEST Project crossed a major milestone this week when personnel from School Financial Services (SFS) began taking the lead on training Wave 3 End Users on the BEST Advantage System — Budget (BUD). This step is part of the transition process for SFS becoming the primary trainers of the BEST Advantage System, and is an essential part in the success of the implementation.

To date, BEST Advantage System training had been designed and delivered in partnership with CGI Inc. Now, as LACOE builds its capacity to train new users on the BEST Advantage System, SFS can continue to serve our customers by providing them the training and expertise on the new system.

For a list of training courses available to your wave, be sure to check out the Training page of the Customer Resource Center (CRC).
Customer Voice Update: We Ask. You Answer. We Act
Latest BEST Project Action Based on The Voice of the Customer

1) Held customization workshops & completed request rankings
   - ✓6 of the 10 most requested modifications approved, are in development,
     check out the CRC FIN Customizations Page for details
   - ✓“What’s New & Improved?” new dynamic enhancement list on the CRC will show agencies what is being updated and improved every month, broken out by module. This is slated for February 2020 release

2) Developed e-learning, “Fast Functions,” and a FIN Sandbox
   - ✓Two new e-learning modules are now in production for the most frequently requested training
   - ✓One new Fast Function for Journal Entries developed and posted on CRC
   - ✓FIN Sandbox developed and ready for testing

3) Developed an improved interactive FAQ, known as the “Knowledge Base”
   - ✓Live on the CRC + User Experience currently underway. We are improving it according to customer input
   - ✓CRC Video to help users navigate the CRC in development for February release

4) Ambassadors Executed Buddy Program + Change Teams Implemented
   - ✓Buddy Program first go-round being evaluated. More information on the program available on the CRC
   - ✓Change Teams outlined for all Wave 3 agencies: Wave 4 will start Kickoff March-April 2020

5) On-site User Adoption Sessions with SFS Participation Increased
   - ✓SFS now participates in all of these sessions, once agencies go live, we come to your site for on-the-job practice

6) Data Task Force Completed Final Report
   - ✓AD&S and BEST developing PowerBI reports
   - ✓20 General Ledger (GL) reports have been prioritized and are being recoded from Business Objects to PowerBI

Do you have a story idea for the March edition of the BEST Project Newsletter? Send your comments or suggestions to: BEST_OCM@LACOE.edu

Address our LLL Data & Reporting Needs

Customer Resource Center (CRC) Needs:
- Better FAQs
- Help us navigate the CRC

We want: E-Learning! More QUICK Tools! A FIN Sandbox!