

The FMMI Help Process and Help References

FMMI, the Financial Management Modernization Initiative, is now live!

The FMMI system went live October 1, 2009 for the Departmental Management and Staff Offices (DMSO), Office of the Inspector General (OIG), and Foreign Agricultural Service (FAS). The below information explains support services and reference materials in place to help FMMI users.

FMMI Support Process

- ✓ If you experience an issue using FMMI, contact your local agency Functional Administrators (FAs) first. *Note - DMSO has a DMSO FMU (Tier 0) Help Desk to respond to user questions.*
- ✓ FAs will work with Subject Matter Experts (SMEs) to resolve issues as soon as possible - *SMEs are individuals knowledgeable of the capabilities of FMMI and are located at each D1 Agency and Staff Office.*
- ✓ If an issue needs further resolution, the FA escalates the issue to the Tier 1 Help Desk (COD)
- ✓ In order for FAs to report an issue to the Tier 1 Help Desk, users need to tell FAs the following:
 - A specific description of the issue and symptoms
 - Which transaction, screen, report or steps were being taken prior to or during the issue
 - Any associated document number(s) for reference
 - What data was being sought
 - Time of day the issue occurred
 - The user's name, FMMI role and contact information
 - What steps have already been taken in attempt to resolve
- ✓ The Tier 1 Help Desk is responsible to logs issues, assign a priority, and route 'Remedy' tickets to the appropriate Operations and Maintenance (O&M) team members or Tier 2 Help Desk.
- ✓ The Tier 1 Help Desk works with the O&M Team, SMEs, FAs, and representatives from the FMMI Core Team -- *Highly skilled individuals, who brainstorm and research causes of and solutions to issues*
- ✓ The O&M Team meets regularly to discuss issues and review status. As appropriate, resources are reassigned to focus efforts on the highest priority issues.
- ✓ FAs can check the status, or ongoing research, of Remedy tickets by accessing the Remedy system and selecting the Activity button

FMMI Help References

- ✓ To check system availability, visit the home page of the FMMI website where *System Availability* messages are posted whenever the system is unavailable due to maintenance: <http://info.fmmi.usda.gov>
- ✓ Remember to use FMMI Online Help (OLH) which provides specific help for the FMMI system and transactions. Access OLH from the **Help** link in the upper right hand corner in the FMMI Portal. OLH includes:
 - Step-by-step instructions on how to process individual transactions in FMMI
 - Job Aids with supplemental information for users that is not necessarily included in the online help procedures

If you have questions about the FMMI project or information in this newsletter, please send an email to fmmi@usda.gov and include a clear subject line to indicate what your question or concern is about.

For previous Newsflashes, FMMI in the News newsletters, reference documents and frequently asked questions, visit the FMMI website: <http://info.fmmi.usda.gov>.

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