



# GOALS II

## Financial Projects Division Reorganization

Effective Sunday, April 20, 2003 the Financial Projects Division (FPD) was reorganized into five areas in order to improve effectiveness and increase productivity in carrying out its mission: providing for the operations, management, and "value-added" improvement of major governmentwide financial information systems that meet the dynamic needs of Financial Operations (FO) and Financial Management Service (FMS). The five areas are comprised of: *Office of the Director* – Cindi Jansohn, Director; *Development Staff* – TBA, Manager; *FO Call Center Staff* – Kirk Webber, Manager; *Testing Staff* – Sheila Higgs, Manager; and *Training and Implementation Staff* – Dee Douglas, Manager.

This new structure allows FPD to improve its effectiveness by:

- Focusing on managing programs based on the life cycle of a program from system development through operation, significantly reducing overlap in tasks; *(continued next page)*

## FO Call Center—Questions & Answers

**Q.** *What is an IPAC Agency Administrator?*

**A.** An IPAC Agency Administrator (IAA) is the Agency's representative responsible for the creation and management of its user accounts. IAAs are responsible for resetting passwords, creating access for new users,

modifying existing users' access, and performing annual audits on their users' accounts.

**Q.** *I forgot my password for the IPAC application, whom should I contact?*

**A.** Your first point of contact is your IAA. If you do not  
*(continued next page)*

## Conversion of FMS 224 to the Internet

The FMS 224 Statement of Transactions is a GOALS II application used by Federal Program Agencies (FPAs) to report their monthly accounting activity to the Department of Treasury, Financial Management Service. Currently, this application is accessed by users through a windows-based environment via a dial-up connection and provides FPAs with real-time transmission of their monthly transactions to the central accounting system—STAR.

In order to ease the burden to our customer agencies by requiring them to dial into GOALS II, the FMS 224 application is being converted to a web-based application that will be accessible via the Internet. FMS' long-range goal is to have a single point of access for all systems—this is a step in that direction.

As we develop the project plan, significant milestones and schedules will be posted on the GOALS II web page.

### GOALS II newsletter

For further information contact Bobbie Peterson, editor, at (202) 874-8270 or e-mail: [barbara.peterson@fms.treas.gov](mailto:barbara.peterson@fms.treas.gov)

**U.S. Department of Treasury  
Financial Management Service**  
Attn: GOALS II Project  
3700 East West Highway, Rm 800A  
Hyattsville, MD 20782

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## FO Call Center—Questions & Answers (continued)

know your IAA, the FO Call Center **(202) 874-8270** can provide that information. If your IAA and alternate are unavailable, the FO Call Center can reset your password.

**Q.** *If I have a problem with one of the GOALS II applications (including IPAC) after 5:30pm (ET), whom can I contact?*

**A.** You can contact the FO Call Center. You will have two options (a) you can leave a message and your call will be returned within the first hour of the next business day or (b) if it is an emergency, you can be forwarded to the FMS Help Desk. The FMS Help Desk will take a message and contact the on-call person who will respond to the user.

**Q.** *Do I have to listen to all of the options each time I call the FO Call Center?*

**A.** No. If you know the option you want, you can enter that number at any time during the message.

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## Financial Projects Division Reorganized (continued)

- Enabling maximum flexibility to deal with changing priorities and dynamic needs; and
- Allowing employees to matrix through the entire system life cycle gaining project management experience and knowledge of systems development, testing, implementation, training, and customer service.

FPD provides leadership, direction, and policy coordination for review, analysis, upgrade, and/or redesign of highly complex information systems that support governmentwide financial management. Additionally, the Division provides FO with leadership in managing its information technology resources—the Deputy Information Officer (DIO). The DIO serves as a liaison between FO and FMS' Chief Information Officer (CIO) ensuring that the CIO understands what resources are required for FO to operate current systems, design and implement new systems, and identify any issues that could hinder FMS' ability to accomplish its mission.

The Division assumes full accountability for all planning, budgeting, resource acquisition, personnel utilization, and requirements definition to improve GOALS II systems. FPD works closely with other FO staffs, program agencies, and central agencies (Office of Management and Budget, General Accounting Office, Congressional Budget Office, et al.) to improve financial management processes and support financial reform objectives.

One objective of this reorganization is to focus on the FO Call Center (formerly GOALS Customer Support Center) that provides call management support to functions within FO and Government-Wide Accounting. Opened in March 2002, the FO Call Center is the first point of contact for all GOALS II/IPAC application questions, problems, issues, etc. In an effort to improve FO Call Center effectiveness and ensure customer satisfaction, you are encouraged to make suggestions that will support your needs or identify areas in which you think we can improve the Call Center. Users may contact the Center by e-mail

**[GOAL.Help@fms.treas.gov](mailto:GOAL.Help@fms.treas.gov)** or by telephone **(202) 874-8270**.