



FASAMS Stakeholders Report

1. Activities Completed During the Week Ending 5/01/2020

- Release 2020.04.0 is scheduled to be deployed into production on 5/1/2020.
- FEI continued work on enhancements for Release 2020.07.0.

2. Activities Planned for the Week Ending 5/08/2020

- DCF and FEI will work on the prioritization, review, and approval of enhancements for Release 2020.07.0.

3. Upcoming Changes and Noteworthy Details

- On 4/17/2020, DCF met with three EHR providers (Netsmart, Credible, and Streamline) to discuss the upcoming release of FASAMS Version 14. The group discussed the impact to the provider community and options to transition from version 13 to version 14. All three of these EHR providers said they'd be prepared to generate FASAMS data in the XML format specified in Pamphlet 155-2, Version 14 by 10/1/2020.
- The enhancement documents from the last two releases are in the process of being added to the DCF website. These documents give our MEs more specific information on the completed enhancements from the 2019 Quarter 1 and Quarter 2 releases. Other dates and information will be included in this update, as well.

4. Quarterly Release Schedule

The following table lists the dates for the next four regularly scheduled, quarterly releases. These releases will contain approved enhancements and low priority defect corrections.

Quarterly Release	Deploy to UAT	UAT by DCF	Deploy to Production
2020.04.0	04/08/2020	04/08/2020 – 04/30/2020	05/01/2020
2020.07.0	06/01/2020	06/01/2020 – 9/30/2020	10/01/2020
2020.10.0	10/01/2020	10/01/2020 – 10/31/2020	11/01/2020
2021.01.0	01/01/2021	01/01/2021 – 01/31/2021	02/01/2021

5. DCF Help Desk Tickets Closed in the Last 30 Days

The following DCF Help Desk tickets have been closed within the past 30 days:

DCF Ticket #	Release	Description	Released to UAT	Closed Date
1652322	N/A	FASAMS Incident - Outcome Measure Unknown code error in UAT	N/A	4/3/2020
1666530	N/A	FASAMS Service Request - FASAMS outage	N/A	4/6/2020
1666533	N/A	FASAMS Service Request - FASAMS Training outage	N/A	4/6/2020
1666077	N/A	FASAMS Service Request - FASAMS SharePoint access denied	N/A	4/6/2020



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DCF Ticket #	Release	Description	Released to UAT	Closed Date
1621873	N/A	FASAMS Incident Submission – Data uploading issue (Acute Care dataset)	N/A	4/7/2020
1665555	N/A	FASAMS Service Request - FASAMS Training Site Database Access	N/A	4/8/2020
1666550	N/A	FASAMS Service Request - Unable to access in FASAMS Training	N/A	4/8/2020
1666156	N/A	FASAMS Service Request - FASAMS UAT Site Database Access	N/A	4/10/2020
1665877	N/A	FASAMS Service Request - Access to the FASAMS database	N/A	4/10/2020
1663502	N/A	FASAMS Incident - Access issue on FASAMS UAT Administration page	N/A	4/10/2020
1649950	N/A	FASAMS Incident Submission - FASAMS Acute Care error file exception message	N/A	4/13/2020
1662394	N/A	FASAMS Service Request - Disabled FASAMS accounts in PROD and UAT	N/A	4/14/2020
1671715	N/A	FASAMS Service Request - FASAMS PROD Database Read-Access Needed	N/A	4/15/2020
1671507	N/A	FASAMS Service Request - Need password reset for FEI SharePoint system	N/A	4/16/2020
1674305	N/A	FASAMS Service Request - FASAMS PROD Password/Service Request	N/A	4/21/2020
1679171	N/A	FASAMS Incident - FASAMS SharePoint Access	N/A	4/28/2020
1680828	N/A	FASAMS Incident - Training Application issue (Jobs showing “Running” status continuously)	N/A	4/29/2020
1679837	N/A	FASAMS Service Request - Issue uploading data	N/A	4/29/2020
1679614	N/A	FASAMS Service Request - Errors and Issues with file submissions	N/A	5/1/2020

6. Open, Unresolved DCF Help Desk Tickets

The following are open/unresolved tickets and their statuses:

DCF Ticket #	Description	Status	Submitted Date
1648444	FASAMS Incident Submission - TEDS Error Review	Work In Progress	3/6/2020 12:32 PM
1650967	FASAMS Incident Submission – No functionality in Firefox or MS Edge	Work In Progress	3/11/2020 3:26 PM
1655010	FASAMS Interface Error - MasterClientIndex_MCI HD# 13251	Work In Progress	3/18/2020 9:00 AM
1661432	FASAMS Interface Error - MedicaidManagement_EnrollmentAndEligibility	Work In Progress	3/26/2020 9:22 AM



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DCF Ticket #	Description	Status	Submitted Date
1663760	FASAMS Service Request - Error in FASAMS Daily Report	Work In Progress	3/31/2020 8:00 AM
1668836	FASAMS Interface Error - MedicaidManagement_EnrollmentAndEligibility FEI HD 13672	Work In Progress	4/8/2020
1674950	FASAMS Incident Submission - SQL Error	Work In Progress	4/17/2020 1:37 PM
1676650	FASAMS Incident - TEDS validation edit	Customer Responded	4/21/2020
1678401	FASAMS Incident - TedsExtract job failed	Work In Progress	4/22/2020
1678410	FASAMS Incident - ProviderLicensureDesignationsSystem_PLADS batch job failed	Work In Progress	4/22/2020
1681104	FASAMS Interface Error - MasterClientIndex_MCI	Work In Progress	4/28/2020
1681712	FASAMS Service Request – Job submission errors	Customer Responded	4/28/2020 4:53 PM
1682662	FASAMS Service Request - FASAMS/Tivoli/AD account Provisioning Request	Work In Progress	4/29/2020

Status legend:

- Open: Recently opened, no documented contact with the customer
- Customer Responded: Communication between the ticket submitter and DCF/FEI has occurred
- Work In Progress: Work started or in progress by DCF/FEI

This weekly report is also posted on the FASAMS website:

<https://www.myflfamilies.com/service-programs/samh/fasams/index.shtml>