

Oracle Help Desk Restructures – Effective Immediately

FSE Name changes to Financial Services Education

The Oracle Help Desk team has a new identity, Financial Services Education (FSE). The new name offers a wider lens of our role and better aligns with Central Financial Services' focus of delivering financial education for the business services offered within CFS, as well financial systems education for the OHSU community. A general list of financial systems and business practices supported by FSE is covered in the Financial Coaching section below.

Effective immediately, Financial Services Education (FSE) will appear on future communications and CFS web pages.

FSE Mission and FSE Values

- Changes to reflect our revised role and direction will be coming soon.

Financial Coaching

Beginning May 2008, the Financial Services Education (FSE) team in Central Financial Services (CFS) will begin offering Financial Coaching sessions in lieu of drop-in sessions. Financial Coaching sessions will cover both financial systems and financial business practice education. Learners will be asked to pre-register for a coaching session via [TrainingForce](#).

The aim is to strengthen financial education throughout OHSU by providing learners a vehicle to receive assistance unique to their financial needs. In addition, the financial coaching sessions will enable CFS to consolidate financial education efforts within CFS and serve as a means to collect data intended to enhance and improve the development of financial education programs.

Beginning in May, the following list of financial business practice topics of Oracle, Discoverer, and Kronos will be covered. Initially, each coaching class will cover pre-defined financial business practice topics, but based on demand, additional financial topics may be incorporated.

- Accounts Payable
- Grants Accounting
- General Ledger
- Labor Distribution
- Purchasing Operations (Requisitions)
- Timekeeping

To maximize resources, the following conditions will apply:

- A minimum of five learners must be pre-registered for the class. Classes with fewer than five learners may be cancelled. The minimum attendance guideline will maximize resources.
- Financial coaches will be available based on the financial content area requested during the registration process. Identify your area of interest by adding a note to the "Instructions to center" field in TrainingForce.

Additional Information

Department/Practice/Unit:

Supervisor/Manager:

Instructions to center:
Labor Distribution and General Ledger

Finished

Financial coaching sessions will be held each month at the BICC Library Building. Managers may request a consultation to determine if a departmental financial coaching session is appropriate. Please direct inquiries to 503-494-4524.

News Items

Name Change on the button from CFS website

- The name will be changed from AIS Oracle Help Desk to Financial Support & Education.

Stories will be published in real time beginning June 2008

- News headlines and articles will be posted to the CFS Home Page section of the Central Financial Services (CFS) web site as news of interest occurs. This move from the Oracle Help Desk web page will enable us to maintain one source of news items. The availability of the new stories will be announced in the first issue of Outlook and 5-Minute Manager each month.

New name brand to be chosen for the news section of the CFS Home page

- The new "Brand" name will be selected to align with the OHSU strategy to increase financial awareness/knowledge and the internal rebranding from AIS to Financial Services & Education.

News archives will be managed by headlines in lieu of publication date

- The will reduce the time spent searching through the archives for a news item of interest.