Office of Information Technology Services
Substance Abuse and Mental Health Application Support

FASAMS Stakeholders Report

1. Activities Completed During the Week Ending 5/22/2020

- Hotfix 2020.04.1 deployed to UAT 5/22/2020. This release is a bug fix for the FASAMS Submission Performance Report.

- FEI continued work on enhancements for FASAMS Version 14.

2. Activities Planned for the Week Ending 5/29/2020

- DCF and FEI will work on the prioritization, review, and approval of pending enhancements.

3. Upcoming Changes and Noteworthy Details

- DCF has updated the FASAMS JAD schedule and invited representatives from the ME, EHR, facilities, and provider community to join select meetings (currently every other Tuesday).

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
2020.07.0	06/01/2020	06/01/2020 – 9/30/2020	11/01/2020
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
2021.04.0	04/01/2021	04/01/2021 – 04/30/2021	05/01/2021

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
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
1682662	N/A	FASAMS Service Request - FASAMS/Tivoli/AD account Provisioning Request	N/A	5/1/2020
1674950	N/A	FASAMS Incident Submission - SQL Error	N/A	5/5/2020
1678401	N/A	FASAMS Incident - TedsExtract job failed	N/A	5/7/2020
1681104	N/A	FASAMS Interface Error - MasterClientIndex_MCI	N/A	5/13/2020
1663760	N/A	FASAMS Service Request - Error in FASAMS Daily Report	N/A	5/13/2020

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DCF Ticket #	Release	Description	Released to UAT	Closed Date
1661432	N/A	FASAMS Interface Error - MedicaidManagement_EnrollmentAndEligibility	N/A	5/15/2020
1655010	N/A	FASAMS Interface Error - MasterClientIndex_MCI HD# 13251	N/A	5/15/2020
1668836	N/A	FASAMS Interface Error - MedicaidManagement_EnrollmentAndEligibility FEI HD 13672	N/A	5/15/2020
1692104	N/A	FASAMS Incident – Unexpected Error in the FASAMS database	N/A	5/18/2020
1681712	N/A	FASAMS Service Request – Job submission errors	N/A	5/19/2020
1689317	N/A	FASAMS - Acute Care Database: Request For All Tickets	N/A	5/20/2020

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
1676650	FASAMS Incident - TEDS validation edit	Work In Progress	4/21/2020
1678410	FASAMS Incident - ProviderLicensureDesignationsSystem_PLADS batch job failed	Work In Progress	4/22/2020
1684452	FASAMS Interface Error - MedicaidManagement_EnrollmentAndEligibility	Work In Progress	5/4/2020 9:26 AM
1693332	FASAMS Interface Error - MasterClientIndex_MCI	Work In Progress	5/20/2020 8:30 AM

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