



## Financial Management Services (FMS) Operations and Maintenance Meeting Recap

<b>Meeting Date:</b>	November 20, 2025, 9:00 a.m. CT
<b>Purpose:</b>	To discuss O&M Related Activity
<b>Desired Outcome:</b>	To provide two-way communication between the FMS teams and the Agencies using FMFI to operate their business processes and accomplish their mission.
<b>Attendance:</b>	Recorded through MS Teams Attendance report

### Agenda

Speaker	Topic
Customer Services Division – Darrell Kennedy	Service Now Tickets & Agency Needs
Financial Management Services – Rachel Williams	ULO & Data Act Jobs
Technical Operations Maintenance Branch – Gerald Spears	Scheduled System Maintenance
Agency – Karen Castle/Ashley Dinh/Toris O’Neal/Sriram Aremanda	Comments/Questions

**Customer Service Division** – Darrell Kennedy addressed Service Now Ticket Submissions and Agency needs. Chuck Ingraham asked if SNOW Ticket Submission Instructions could be sent and Kourtney Peters satisfied request.

**Financial Management Services** – Rachel Williams addressed ULO and Data Act Jobs. Alan Schluter and Jennifer Nagler had questions that were addressed by Gerald Spears.

**Technical Operations Maintenance Branch (TOMB)** – Gerald Spears addressed the FMS Production Systems, including FMFI, CPAIS Real and Personal Property, FSDW, ACRWS, RITA, and MINC, will be temporarily unavailable for scheduled cloud cutover activities, beginning at 12:00 Noon CT Friday (11/21/25) through 6:00 P.M. CT Sunday (11/23/25).

**Agency Representative(s)** – Karen Castle, Ashley Dihn, Toris O’neal and Sriram Aremanda had questions which were addressed by Kristie Guidry, Rachel Williams and Reed Umbehagen respectively. **Toris’ question in regard to the December 1<sup>st</sup> Report Due Date Extension remains open.** The following personnel asked to be added to the Concur Clean Up Meetings: Makananokalanimai Oliveira, Miosotis Ocasio, Chuck Koelsch, Kim Holloway and Kim Poteat.

O&M Recaps are posted to the [FMS website](#).  
The latest FIET information can be found on the [FIET webpage](#).

Next meeting is December 4, 2025, 9:00 a.m. CT.