



Statewide Travel Management System (STMS) Frequently Asked Questions: Trainers

The Department of Management Services is excited to introduce the Statewide Travel Management System, also known as STMS, in 2018. This system is the State of Florida's first cloud-based travel management solution designed to support the more than 115,000 government travelers and managers located in our state's Executive and Cabinet agencies, as well as the Judiciary.

This frequently asked questions document is designed to provide a quick set of answers to common questions that users may pose in advance of using the system. As the system is developed, it will feature an in-system library of information, training guides, other materials and an in-house chat feature to create tickets to troubleshoot user issues. This document and www.dms.myflorida.com/STMS will be updated with system-based questions closer to the launch date.

1. How are agency users going to be trained on this new system?

DMS will supply agencies with training materials regarding the system and the various roles of users in the system (Travelers, Travel Preparers, Approvers, Fiscal Auditors, Agency System Administrators, etc.). A "Train the Trainer" approach has been selected for system implementation.

Each agency will be responsible for selecting a lead trainer and defining the scale of their training team based on their agency size and geographic needs. DMS will host Train the Trainer sessions and all training materials can be tailored to support individual agency needs. In addition, system users will have ongoing access to training resources such as videos, webinars, user guides and quick reference sheets.

DMS will be meeting with agency project teams to define a training and implementation plan tailored to their agency's needs. DMS will also assist agencies with any training or system issues that develop over the course of the onboarding process.

2. When will "Train the Trainer" sessions begin?

Train the Trainer sessions will commence following final system certification from DFS. DMS will provide multiple training sessions in order to ensure all agencies have ample opportunity to understand the system, its functions and navigation. Be on the look-out for notifications regarding final certification and dates for Train the Trainer sessions coming this summer.

3. I understand some staff have already been trained on the system. Why?

DMS was fortunate to have the assistance of various agency fiscal auditors to help test the new Statewide Travel Management System in anticipation of certification. These fiscal auditors, who in most agencies are travel experts, also had the opportunity to preview some of our training materials and make recommendations on how to improve our training strategy.

4. Will all agencies be trained and then onboarded at one time?

No. We anticipate training and onboarding agencies in waves in order to ensure each agency is given ample time and attention in preparation for training and onboarding their respective staffs. In collaboration with DMS, agencies will define their training and onboarding schedules in light of their unique agency needs. A few select agencies have agreed to test the system and our training materials and they will constitute the first wave of agencies to train on and use the system. Users can view training materials as they are developed on the STMS website at www.dms.myflorida.com/STMS.

5. Who within the agency will have to be trained?

Any employee who travels or is involved in the travel process, such as travel processors, approvers and fiscal auditors. DMS will work with agencies to develop unique plans to onboard agencies over time.

6. What is the deadline for agency users to become trained?

DMS will work with agencies to develop specific plans to onboard agencies over summer and fall 2018. In addition to this project, the Florida Legislature has directed DMS to stand up a public-facing portal to report on travel trips and spend, which is scheduled to go live by November 1, 2018.

7. Why is this system being developed?

In 2016, the Florida Legislature provided funding and direction to procure and stand up an online, statewide travel management system for the purpose of tracking the travel authorization and approval process as well as reporting travel spend and approvals.

8. How will the system benefit employees?

This system will provide a uniform, cloud-based travel system for all employees in the executive branch and judiciary to process travel authorizations, approvals and reimbursements integrated with FLAIR. Travelers will be able to easily follow a travel approval through the process and understand when they will be paid for travel expenses. Later this year, the system will also feature a mobile app so employees can attach receipts and calculate reimbursement from a smart device. Agencies will also be able to efficiently track travel spend and create detailed reports in the system.

9. How will the system function?

The travel application is a Salesforce-based system that is intuitive for travelers, travel preparers, travel approvers and fiscal auditors. It will allow employees to fill out electronic travel authorization forms and create reimbursement forms with attached receipts and send those forms electronically to their supervisors and into FLAIR through the system.

10. Who will have access to information in the system?

The process flow for travel information will be customized for each agency, from state agencies to local judiciary offices, including State Attorney and Public Defender offices. The system features security flags for sensitive travel, including some law enforcement and child welfare employees. Agency supervisors and fiscal auditors will have a view into travel items as they do at agencies now.

11. What security features are in place?

The system features extensive, multi-level security features, including restricted user logins, separation of data among agencies and within agencies based on user permissions, and field-level security to restrict and mask data within agencies in accordance with Chapter 119, Florida Statutes.

12. What will this mean for employees?

State employee travelers will no longer need to fill out paper forms to seek approvals. All forms are electronic and delivered in the system for approval. Users will get email notifications through the system if they have forms to edit, approve or take action on.

13. What training materials are available?

DMS is developing system action-specific video tutorials, an overall training video and user training guides for agencies to utilize.

14. Once users go through a training session, will the system itself provide help for those with questions?

Yes. The system will feature an in-system chat function as well as a library of video tutorials, help desk guides and other features to answer user system questions.

15. What is the deadline for agency users to become trained and start using the system?

DMS is working with each agency on integration plans and to meet their training needs throughout 2018.

16. When will the system be live?

DMS is rolling out training agency-by-agency throughout summer and fall 2018.

17. Who do I call if I need help or have questions?

For now, users can go to www.dms.myflorida.com/STMS, which will be updated with training materials, including video tutorials. Users are encouraged to check back, as DMS will be updating the website with additional materials to assist users. Once in the system, users will have access to a help library, an in-system chat feature and other troubleshooting tools.