

Florida Inspectors General Expertise System (FIGES)

User Manual



Background

The Florida Inspectors General Expertise System (FIGES) is an online database that provides contact information, certifications, and areas of expertise for staff in investigations and internal audit across different offices of inspectors general. FIGES is accessible at the following link: [Florida Inspectors General Expertise System \(FIGES\) \(myflfamilies.com\)](http://myflfamilies.com)

The Department of Children and Families (DCF) maintains the database and the DCF Office of Inspector General (OIG) serves as the site administrator. Please contact the DCF OIG by telephone at (850) 488-8722 for questions or assistance.

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Access Rights

The general public may view all screens and run all reports. The general public may not modify records or login. This includes Inspector General staff with the exception of Agency Administrators.

One user per agency has access rights through login to modify information for that agency and view only rights for all other agencies. This user is referred to as the Agency Administrator. This user may make modifications that include the ability to Add, Delete and Update records, and the opportunity to submit feedback in Suggestions.

One Security Officer for FIGES entitled the Site Administrator at the Department of Children and Families assigns security rights and serves as the contact person.

Navigating FIGES from the Home Page and from Other Screens

Agency Administrators may login to modify information. See instructions for Login.

The Menu bar appears on all FIGES screens. The user may access the Menu options without returning to the Home page. The Menu bar shows the selections with drop down options for Searches, Custom and Prebuilt Reports, and access to the online Manual.

At the Home Page, persons may view records under Inspector General, Look Up, at the Home page. Lookup options are organized by Agency, by Branch, by IG Staff Name and by Certification. Select the preferred option. To return to the main menu, press the Back button at the top of your screen in the Windows toolbar. See the instructions to View, Update, Add, and Delete.

Persons may search Expertise and Certification fields by one word to extract records with that word. See the instructions Search of Expertise to execute the search. See the instructions Certifications and Expertise for further clarification of these fields.

Persons may customize and run a wide variety of reports, as well as export the reports to Excel for further use. See the instructions on Custom Reporting. Persons may access Prebuilt Reports on the Menu bar.

Search of Expertise

Input the particular skill/expertise you are looking for. Press the Search button.

For example, enter "fraud" - the database will search all records. Records will appear that contain the word "fraud" in both the fields for Certification AND Expertise.

Note: you do not need to use quotation marks.

View a Record

On the Menu bar under Searches, select the preferred search option. Search options are organized by Agency, by Branch, by IG Staff Name and by Certification.

Select a record and click on it to open. When finished viewing, press the Back button at the top of the screen on your Office toolbar.

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Send an Email

You also have the option of sending an email to an individual from the View a Record screen providing that the individual has an email address in his/her record. Click on the underscored field Email Address and your email program should open.

Login (to make changes to records - limited access)

At the Home page, the Agency Administrator enters his/her email address as depicted in FIGES, and then enters the password. The initial password is obtained from the Site Administrator. The first time this password is used, FIGES requires that the Agency Administrator reset the password to one of his/her choosing. A screen will pop up to request a new password.

No one other than the Site Administrator or Agency Administrators will be able to login.

Note: Each Agency Administrator should review FIGES to check the email address on record. FIGES only recognizes the email address as it appears in FIGES. If a different email address is used at login, access will be denied. Once the login is complete, the Agency Administrator may go to "My Account" to update his/her email address. After the update, FIGES will recognize the new email address.

Update a Record - (limited access)

On the Menu bar, under Record Maintenance, select either My Account or My Agency. Open the relevant record and enter changes. To save changes to the record, press Update at the bottom of the screen. Please review instructions for Certifications and Expertise for input of those fields.

A screen will appear to say that you have successfully updated this record.

Note: If you exit without pressing the Update button, the record will not update.

Delete a Record - (limited access)

On the Menu bar, under Record Maintenance, select My Agency. Select a record and click on it to open the record. At the bottom of the screen, press the Delete button.

A screen will appear to say that you have successfully deleted this record.

If you would like to confirm that the record was deleted, return to your agency records. The record should no longer appear in the listing.

Add a New Record - (limited access)

On the Menu bar, under Record Maintenance, select Add New Record. Click on Add New Record in the upper right hand side. An input screen for a new blank record will appear.

Complete the data input fields on the screen. Please review instructions for Certifications and Expertise for input of those fields. Press the Add button at the bottom of the screen.

A screen will appear to say that you have successfully added a record.

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Certifications and Expertise (limited access)

The field for "Current Certification" is exactly that - for certifications that are current. If a certification has expired, or a staff person has retired from a specific field, place this information in the Expertise field. Former/Expired/Retired certifications now contribute to the employee's expertise.

Areas of knowledge, experience, skill and proficiency are also included under Expertise.

Suggestions (limited access)

On the Menu bar, under Suggestions, the Agency Administrator may submit comments. Complete the form with the general topic and the details of your suggestion.

These comments will be reviewed by the Site Administrator and taken into consideration as FIGES goes through further development.

Position Classification (clarification of field)

This field identifies IG staff functional responsibility. For examples: IG staff who serve as management (IG or IG equivalent, Directors of Auditing and Investigations); IG staff who serve as Auditors or Investigators; and, IG employees who provide other services as Other Staff. You may execute reports to extract Directors of Auditing, Directors of Investigations, Auditors, Investigators, Other Staff, and any variation thereof. Please review instructions for Custom Reporting and for the Prebuilt Report Lists.

Prebuilt Report Lists

On the Menu bar under Reports, three prebuilt reports are available:

- A list of all IGs or equivalent by agency, by first and last name, with email address, telephone number and fax number;
- A list of all Audit directors by agency, by first and last name, with email address, telephone number and fax number;
- A list for all Investigative Chiefs by agency, by first and last name, with email, telephone number and fax number.

The user may click on the Email address to open the user's default Email program and start a new Email addressed to the selected individual. These reports may be exported to Excel.

Custom Reporting - Design Report Options

A wide variety of custom reporting options are available. The Design Report Options screen addresses two main categories: Report Display and Report Filter.

- Report Display selections indicate the specific fields that you would like displayed on your report screen.
- Report Filter selections indicate the fields that you would like to drill down to on the report screen.

Once you have made your selections, press the Run Report to Screen button at the bottom of the screen. The report results will appear on the screen. The bottom of the report result screen has a button entitled, Export to Excel.

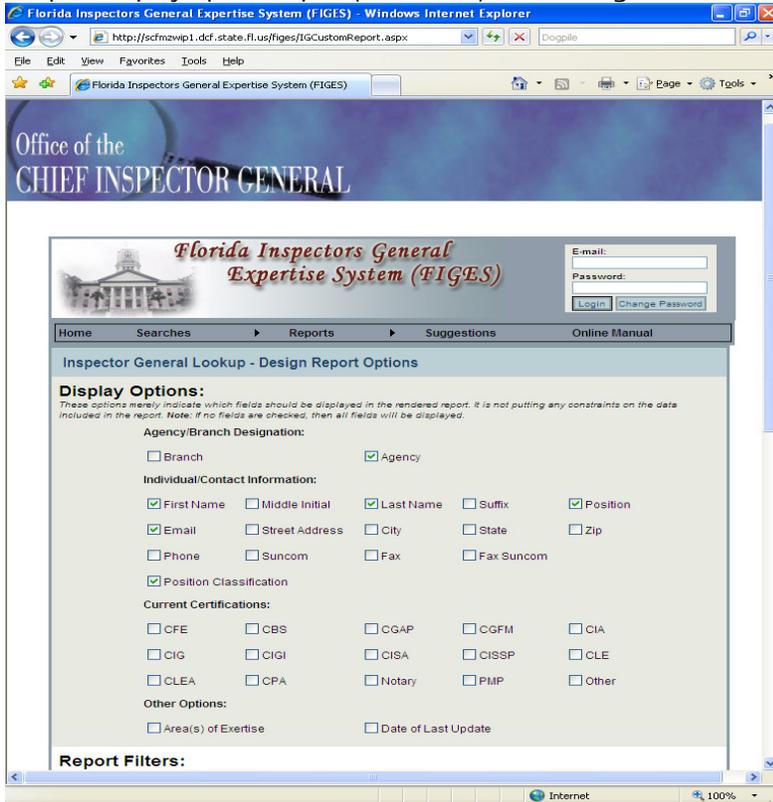
Following are three examples of custom reports:

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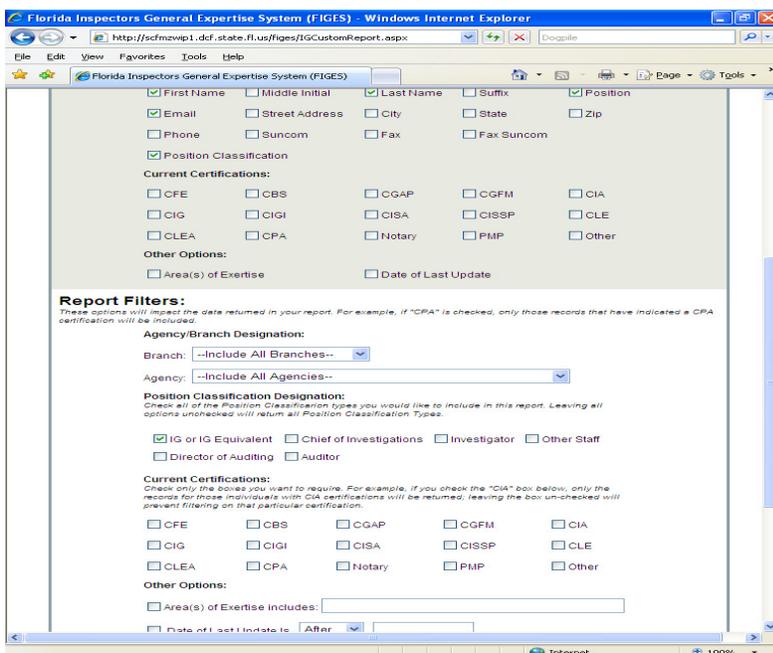
Example One:

A detailed report of all persons of IG or IG equivalent status

Keep all display options open (no checks). See the figure below:



Filter this display to include persons only in Position Classification "IG or IG equivalent." See screen below.



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Sort the display by Last Name. See screen below.

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Agency/Branch Designation:
Branch: --Include All Branches--
Agency: --Include All Agencies--

Position Classification Designation:
Check all of the Position Classification types you would like to include in this report. Leaving all options unchecked will return all Position Classification Types.
 IG or IG Equivalent Chief of Investigations Investigator Other Staff
 Director of Auditing Auditor

Current Certifications:
Check only the boxes you want to require. For example, if you check the "CIA" box below, only the records for those individuals with CIA certifications will be returned; leaving the box unchecked will prevent filtering on that particular certification.
 CFE CBS CGAP CGFM CIA
 CIG CIGI CISA CISSP CLE
 CLEA CPA Notary PMP Other

Other Options:
 Area(s) of Expertise includes:
 Date of Last Update is After

Sort Options:
You can sort your data with up to three sort options. This is optional.
Sort 1: Last Name Ascending Order
Sort 2: Ascending Order
Sort 3: Ascending Order

Run Report to Screen

Run the report. See the display screen below:

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Agency	First Name	Last Name	Position	Email	Position Classification
Florida Atlantic University	Morley	Barnett	Inspector General	mbarnett@fau.edu	IG or IG Equivalent
Florida Department of Elder Affairs	Stanley	Behmke	Inspector General	behmkesj@elderaffairs.org	IG or IG Equivalent
University of West Florida	Betsy	Bowers	Associate Vice President	bbowers@uwf.edu	IG or IG Equivalent
Florida Agency for Health Care Administration	James	Boyd	Inspector General	boydj@shca.myflorida.com	IG or IG Equivalent
St. Johns River Water Management District	Timothy	Boyer	Inspector General	tboyer@sjrwmd.com	IG or IG Equivalent
Florida Department of Transportation	Cecil	Bragg	Inspector General	cecil.bragg@dot.state.fl.us	IG or IG Equivalent
Florida Office of Insurance Regulation	A.E. "Dan"	Callahan	Inspector General, DIR	dan.callahan@fldfs.com	IG or IG Equivalent
Florida Courts	Ken	Chambers	Inspector General	Chamberk@fcourts.org	IG or IG Equivalent
Florida State University	David	Coury	Chief Audit Officer	dcoury@admin.fsu.edu	IG or IG Equivalent
Florida Department of Corrections	Paul	Decker	Inspector General	decker.paul@mail.dc.state.fl.us	IG or IG Equivalent
Florida Department of Law Enforcement	AJ	Dennis	Inspector General	aldennis@fdle.state.fl.us	IG or IG Equivalent
Florida Department of Revenue	Sharon	Doredant	Inspector General	doredans@dor.state.fl.us	IG or IG Equivalent
Florida Office of Financial Regulation	Robert	Dyar	Inspector General, OFR	robert.dyar@fldfs.com	IG or IG Equivalent
University of Florida	Nur	Erenguc	Chief Audit Executive	nur@uf.edu	IG or IG Equivalent
Florida Department of Juvenile Justice	Mary	Eubanks	Inspector General	mary.eubanks@djj.state.fl.us	IG or IG Equivalent
Florida Agency for Persons with Disabilities	Chuck	Faircloth	Inspector General	chuck_faircloth@apd.state.fl.us	IG or IG Equivalent
Suwannee River Water	Lee	Flanagan	Inspector General	flanagan_l@srwmmd.state.fl.us	IG or IG Equivalent

You now have a data run of persons by Position Classification and information about them. You can export this report to Excel to further modify or delete fields or create a mailout or email lists.

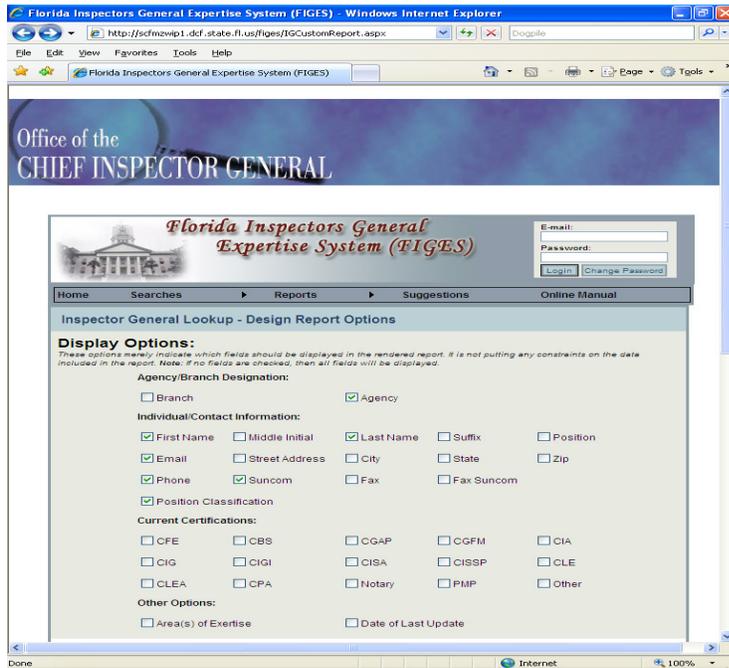
Note that in the beginning, if you knew that you only wanted to create a mail-out or an email list and phone list, you could have selected under display options those respective fields along with the agency, branch, name fields, etc.

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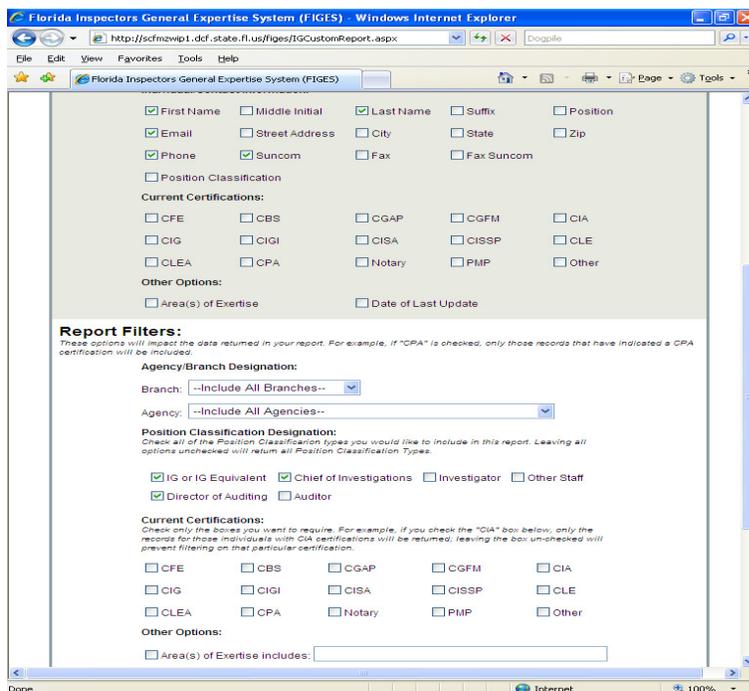
Example Two:

A report of all persons in Management positions that includes agency, first and last name, email addresses, and telephone and Suncom phone numbers, sorted by the last name.

You want a limited display and are selective in display options - Select Agency, First and Last Name, email, Phone and Suncom, Position Classification. See screen below:



Filter this display to include persons in Management positions (IG or IG equivalent, Director of Auditing, Chief of Investigations). See screen below.



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Sort the display by Last Name. See Filter screen below:

Florida Inspectors General Expertise System (FIGES) - Windows Internet Explorer

Agency/Branch designation:

Branch: --Include All Branches--

Agency: --Include All Agencies--

Position Classification Designation:
Check all of the Position Classification types you would like to include in this report. Leaving all options unchecked will return all Position Classification Types.

IG or IG Equivalent Chief of Investigations Investigator Other Staff
 Director of Auditing Auditor

Current Certifications:
Check only the boxes you want to require. For example, if you check the "CIA" box below, only the records for those individuals with CIA certifications will be returned; leaving the box unchecked will prevent filtering on that particular certification.

CFE CBS CGAP CGFM CIA
 CIG CIGI CISA CISSP CLE
 CLEA CPA Notary PMP Other

Other Options:

Area(s) of Expertise includes:

Date of Last Update is: After

Sort Options:
You can sort your data with up to three sort options. This is optional.

Sort 1: Last Name Ascending Order
Sort 2: Ascending Order
Sort 3: Ascending Order

Run the report. See the display screen below:

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Office of the CHIEF INSPECTOR GENERAL

Florida Inspectors General Expertise System (FIGES)

E-mail:
Password:

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Agency	First Name	Last Name	Email	Phone	Suncom	Position Classification
Florida Department of Environmental Protection	Joseph	Aita		(850) 245-8013		Director of Auditing
Florida Department of Business and Professional Regulation	Denise	Austin		(850) 488-9663		Chief of Investigations
Florida Atlantic University	Morley	Barnett	mbarnett@fau.edu	(561) 297-3682SC 238		IG or IG Equivalent
Florida Department of Elder Affairs	Stanley	Behmke	behmkesj@elderaffairs.org	(850) 414-2000		IG or IG Equivalent
Florida Agency for Health Care Administration	Michael	Bennett		414-5419		Director of Auditing
University of West Florida	Betsy	Bowers	bbowers@uwf.edu	(850) 474-2636 SC 6		IG or IG Equivalent
Florida Agency for Health Care Administration	James	Boyd	boydj@ahca.myflorida.com	921-4897		IG or IG Equivalent
St. Johns River Water Management District	Timothy	Boyer	tboyer@sjrwm.com	(386) 329-4105(904)		IG or IG Equivalent
Florida Department of Agriculture and Consumer Services	Gary	Braddock		(850) 245-1360		Director of Auditing
Florida Department	Cecil	Brann	cecil.brann@dot.state.fl.us	410-5800		IG or IG Equivalent

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Example Three:

A report with information on persons with expertise in information systems, displaying agency name, first and last names, email address, phone and Suncom numbers, and expertise details.

Select the following display options: Agency, First and Last Names, Email, Phone, and Areas of Expertise. See the screen below:

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http://scfmzwp1.dcf.state.fl.us/figes/IGCustomReport.aspx

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Office of the CHIEF INSPECTOR GENERAL

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Inspector General Lookup - Design Report Options

Display Options:
These options merely indicate which fields should be displayed in the rendered report. It is not putting any constraints on the data included in the report. Note: if no fields are checked, then all fields will be displayed.

Agency/Branch Designation:
 Branch Agency

Individual/Contact Information:
 First Name Middle Initial Last Name Suffix Position
 Email Street Address City State Zip
 Phone Suncom Fax Fax Suncom

Position Classification:
 Position Classification

Current Certifications:
 CFE CBS CGAP CGFM CIA
 CIG CIGI CISA CISSP CLE
 CLEA CPA Notary PMP Other

Other Options:
 Area(s) of Expertise Date of Last Update

Filter display to include persons with expertise and/or certifications in Information Systems. See screen below.

Florida Inspectors General Expertise System (FIGES) - Windows Internet Explorer

http://scfmzwp1.dcf.state.fl.us/figes/IGCustomReport.aspx

Florida Inspectors General Expertise System (FIGES)

Custom Classification

Current Certifications:
 CFE CBS CGAP CGFM CIA
 CIG CIGI CISA CISSP CLE
 CLEA CPA Notary PMP Other

Other Options:
 Area(s) of Expertise Date of Last Update

Report Filters:
These options will impact the data returned in your report. For example, if "CPA" is checked, only those records that have indicated a CPA certification will be included.

Agency/Branch Designation:
Branch: --Include All Branches--
Agency: --Include All Agencies--

Position Classification Designation:
Check all of the Position Classification types you would like to include in this report. Leaving all options unchecked will return all Position Classification Types.

IG or IG Equivalent Chief of Investigations Investigator Other Staff
 Director of Auditing Auditor

Current Certifications:
Check only the boxes you want to require. For example, if you check the "CIA" box below, only the records for those individuals with CIA certifications will be returned; leaving the box unchecked will prevent filtering on that particular certification.

CFE CBS CGAP CGFM CIA
 CIG CIGI CISA CISSP CLE
 CLEA CPA Notary PMP Other

Other Options:
 Area(s) of Expertise includes: information systems
 Date of Last Update is: After

Sort Options:
You can sort your data with up to three sort options. This is optional.

Sort 1: Ascending Order

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Run the report. See the display screen below:

Agency	First Name	Last Name	Email	Phone	Suncom	Area(s) of Expertise
Florida Department of Business and Professional Regulation	Helene	Muth		(850) 414-6705		Information Technology
Florida Department of Children and Families	Jerry	Chesnutt	jerry_chesnutt@dcf.state.fl.us	(850) 488-8722	278-8722	Accounting and Auditing, Inventory Management, Systems Design, Cash Management, Retail Management, Knowledge of Economic Development, Tourism, Corrections, and Social Services, Sterling Examiner
Florida Department of Children and Families	Cynthia	Hefren	cynthia_bedenbaugh@dcf.state.fl.us	(850) 488-8722	278-8722	Information Systems Auditor Contract Auditor Automated System Design Event Coordinator
Florida Department of Children and Families	Bruce	Smith	bruce_smith@dcf.state.fl.us	(850) 488-8722	278-8722	Accounting Internal Audit Management Contract & Information Technology Retail, Banking & Social Services
Florida Department of Juvenile Justice	Ramon	Vilches				Auditing, Information Systems, Contracting Fluent Spanish
Florida Department of Management	Tabitha	Wilbur		(850) 488-5285		Database Information Technology

This concludes the Instructions at present.

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ADDENDUM FOR SITE ADMINISTRATOR

Site Administrator 911

After initial production, the Site Administrator collaborates with the DCF ITS. Contact the DCF Statewide Help Desk at 850-487-9400 to report any system issues.

Site Administrator Options

The Site Administrator has the ability to set Administrative Rights, passwords, and execute the Activity Log. As such, the Site Administrator views a screen that includes access to these fields. The Site Administrator also has the ability to add, update, and delete information for all agencies.

Administrative Rights

The field Administrative Rights appears in the record for each IG employee. This field is only visible to the Site Administrator. There are three choices: Site Administrator, Agency Administrator and Listed Employee. Only one person per Agency may be an Agency Administrator. If you attempt to set more than one person as Agency Administrator per Agency, FIGES will reject the setting. FIGES will also require a password for each person that you set as Agency Administrator. FIGES does not require a password for Listed Employees. See instructions under Passwords.

As Site Administrator, if you mistakenly set someone else as Site Administrator, you will lose your rights! Hopefully, you will remember the password you initially created for that someone else and can log in with his/her email address and password to rectify the problem.

Passwords

All Agency Administrators must have a password. If you set or reset a password, the Agency Administrator will be prompted to reset the password upon initial entry to ensure that he/she can select a password of his/her choosing.

Activity Log (access limited to Site Administrator)

The Activity Log Report provides an audit trail of data entry activities in FIGES. This report includes the name and agency of the IG staff employee whose record was modified, the date and time of the modifying activity, the name and agency of the Agency Administrator that performed the activity to modify the record, and the type of update activity.

At any page in FIGES, click on the Report menu button to access its Design Report Options. At present, only the Site Administrator may execute these reports and this option only appears on the Site Administrator's screen.

The Activity Report screen presents the following data extraction options: by a specific Agency or by all Agencies, by the record of specific IG Staff or by the records of all staff,

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and by the Update Type designation (No Specific Type, or the following - Add a Record, Update a Record, Delete a Record, Password change). At the bottom of the screen, the Site Administrator must specify whether the report should include All Dates in FIGES or a Specific Date Range with a begin date and an end date.

You may execute an Activity Report by Agency and/or by IG staff. You do not have to select both options. You may run an Activity Report only by date. You do not have to select other options. The resulting Activity Report will always include the identification of the agency and IG staff record modified, date/time information, the associated agency administrator, and type of update activity performed.

You also have an Export to Excel function for the results of the Activity Report at the bottom of the screen.

Note: If a date determination is not included, a popup notice will appear to advise that a date range is required.

Suggestions Report (access limited to Site Administrator)

You may review all suggestions submitted by users in the Reports drop down menu.