



Consolidated Financial Statement System Survey

U.S. Department of the Interior

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Date: Tuesday Feb 10, 2009

Time: 4:47:46 PM

Fiscal Year: 2009

This survey has been taken by 45 people.

25. Please provide us with your comments and suggestions.

Adam Crahen is always helpful whether he is in the middle of moving or at the office.

Getting the software added so you can get access needs improvement.

I am satisfied with the system and the timely response from the support team members. I especially appreciate that they are available via their cell phones for the extremely rare times when we really need them.

The login process needs to be revamped. It is very annoying when you have to hit the enter key numerous times to in order to login to all bureau applications. It would be helpful to have a login to all bureaus button for example. There is a lack of communication among NBC Staff. On numerous occasions one hand doesn't know what the other is doing as far as updating bureau applications and uploading the consolidated application at the same time in order for data to be in sync. There is a lack of knowledge among NBC Staff. There has been some turnover among the employees and adequate cross-training has not been done, which delays deadlines when it comes to processing/preparing reports. Hyperion System is old and outdated. It is unable to handle Interior activity with 9 bureaus. Specifically at year-end, bureaus have to upload new entity structures, if the number is too great the upload process takes hours, system has difficulty handling the quantity of data and when the data is loaded to the consolidated application the system bombs and the only recourse the NBC Staff has is to build a new consolidated application. Sometimes the NBC Staff is unable

to find errors in the consolidated uploads and the consolidated team has to rely on the assistance of bureaus to isolate differences between adjustments between the bureau application and the consolidated application in order to balance out edit checks and complete financial reports. NBC Staff edit checks for data integrity are at such a high level that key edit checks are missed and are not detected until the consolidated team performs edit checks at a lower level.

I always seem to encounter a Citrix MetaFrame connection issue that hinders me from completing my work at the most inopportune times. This is very frustrating to me because I never know when I'll get this error and can't get into the Hyperion application. This has happened to me at least four or five times in 2008 and doesn't seem to happen to my co-workers as often.

none

Provide training or training manual on Hyperion Enterprise, such as a more detailed explanation of each category in the organization tab under the point of view.

New User