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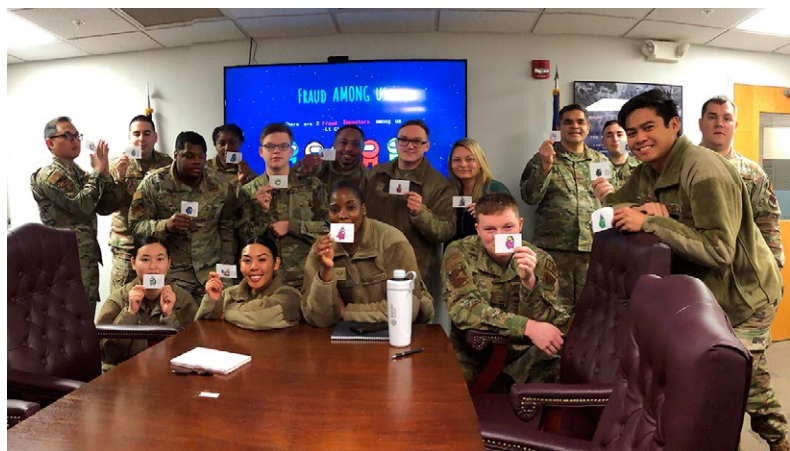
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SPOTLIGHT: GAMIFYING FRAUD PREVENTION

by 1st Lt C. Jessica Cisneros, ACC

It was March 2020 and the whole world was in chaos. COVID-19 was plaguing our society and social issues were rising that needed to be taken seriously. I turned to my outdated iPhone 6 and opened the app *Among Us*. Our commander had just notified us that we had to telework due to a COVID-19 outbreak in the office. I know what you are thinking: Why was I playing a game instead of working? My answer is that sometimes I take intentional breaks to play a game.

It helps me get into a creative space and leads me to be more productive when the break is over. As I was finishing my break, I started to wonder: Was there a way to use my interest in games to create something educational and fun for my team? How could I make learning more exciting and connect better with my team when we return to the office from quarantine?



Members for the 319th Comptroller Squadron pose after a successful round of *Fraud Among Us*

With this question in mind, I remembered that fraud prevention training was coming due for my unit. I usually provided my team streamlined training from both the **Financial Information Collaboration Space (FICS)** website and my fraud prevention continuity book. We have all been to these training sessions and know these sessions can be very dry. I wanted to make the training more exciting and fun, while also testing our members' knowledge and getting them to think about how this topic plays out in real life. I thought about it long and hard until I thought of creating the training like a card game.

First, I had to create the rules. **The point of the game was simple: find the fraudster before they kill you.** There needs to be a moderator who runs the game and lets the crewmates know what is happening.

The moderator tells the players when it is daytime or nighttime. At night, everyone closes their eyes except the fraudster. The fraudster silently points to kill off one person. At daytime, everyone opens their eyes, and the moderator lets everyone know who was killed and the killed crewmate cannot talk for the remainder of the game. During the daytime, crewmates start their discussions and try to pinpoint the fraudster through conversation. Crewmates hold emergency meetings, and they vote

SPOTLIGHT: GAMIFYING FRAUD PREVENTION (cont.)



to throw suspects off into space. Crewmates thrown off cannot talk throughout the remainder of the game. The game continues until either the fraudster or crewmates wins.

The next important part of the game is the character cards that are given to the Airmen to put them in character. These cards outline fraud identifiers and character traits each player has. I gave each finance personnel/crewmate three character traits. If they had three fraud indicators, then they are the fraudster. The Fraudster tries to go through the game undetected from the crewmates.

In the examples shown, you can see that the fraudster gambles every weekend, resents the chain of command, and is frustrated with their job. All of these are classic fraud indicators, but the group must talk through it and ask everyone a question. For example, they can ask various questions like, “do you gamble?” or “how do you feel about your job?” Crewmates must tell the truth. If the questions do not apply to you, you are free to produce your own answer to throw them off your scent.

Our Airmen loved the game because it made learning fun and provided our team with the opportunity to learn through interaction versus reading training slides. One of our new Airmen learned that big expenses such as purchasing a new car or going abroad often is a fraud indicator. Many agreed that this game made it easier to remember fraud indicators. After the game, the Airmen felt they were more likely to spot fraud indicators at work and are now more likely to report it or raise the issue with someone in their chain of command.

The streamlined training provided in FICS is a great foundation on which to train our Airmen; however, it is up to leaders to make training more than just PowerPoint slides. Grand Forks AFB, North Dakota, is often stigmatized as being boring and depressing, but it is the people who make the place great. Our interaction with our Airmen and how we train them helps make that difference. I wanted to make Grand Forks’ Comptrollers a better and exciting place. By gamifying fraud prevention training, I hope I have demonstrated how leaders can creatively instruct their Airmen on mundane topics. If you would like to learn more about the game, email me. I am happy to provide printable resources.



Slides depicting the rules of *Fraud Among Us*

About the Author

1st Lt C. Jessica Cisneros served various positions, such as Financial Operations and Analysis Flight Commander, Deputy Disbursing Officer, and Quality Assurance Manager at the 319th Comptroller Squadron, Grand Forks Air Force Base, ND.

2022 Virtual FSO Worldwide Success

by Mr. Kurt Schmidbauer, AFIMSC



In response to the rapid spread of the Omicron variant of COVID-19 and the accompanying travel and gathering restrictions, the Air Force Installation and Mission Support Center's Financial Operations (AFIMSC RMF) division once again virtually hosted their annual Financial Services Office (FSO) worldwide conference from 8-11 February 2022.

While going virtual again was a difficult decision, and disappointing news for many of you, the good news is the AFIMSC RMF team was able to host another amazing event by building off the success of the first-ever virtual conference held in February 2021. By incorporating your feedback from the field, the team implemented several new enhancements and made the event even bigger and better this year! We know everyone missed the opportunity to make (and renew) connections in-person by gathering in San Antonio, but 943 registered financial managers were treated to four full days of leadership briefings, functional area training, and the always popular Chief's Panel. It wasn't exactly the same, but that is more than three times as many attendees as previous "normal" events have been able to support in-house...at no-cost to local units.




Screenshot taken during a virtual session at the 2022 FSO Worldwide

Attendees heard the latest word on the direction of financial operations from Mr. Frederick Carr, Deputy Assistant Secretary for Financial Operations (Financial Management and Comptroller), and CMSgt Kaci Duhart, Executive for Enlisted Matters, Secretary of the Air Force (Financial Management and Comptroller). Participants also received important updates on the implementation of the Air Force Integrated Personnel and Pay System (AFIPPS) from Mr. Eric Cuebas (Director, Air Force Accounting and Finance Office-Finance) and updates on enhancements to the Comptroller Services Portal from Mr. Nyle Smith (Director, Program Management, Idea Entity Corp). In addition, attendees heard from Mr. Damon Menendez (Director, Department of the Air Force Personnel Pay, Air Force Personnel Center) and learned more about his new organization's mission and focus. Mr. Menendez detailed how transitioning 325 former Defense Finance and Accounting Service (DFAS) employees to the Air Force will provide support to financial services offices in advance of the launch of AFIPPS. Beyond the live briefings and training sessions which earned registered attendees up to 27 continuing education and training credits, all financial managers are invited to visit the **AFIMSC Resource Management (RM) Portal** (click the "FSO Worldwide" radio button) soon for instructions on how to view recorded sessions in the future on demand, review the slides presented, and browse the questions and answers section that came out of discussions during the conference.

The AFIMSC RMF team is looking forward to the return of in-person attendance next year but based on your desire and the success of virtual platforms over the past two years we know we will be offering the option of blended/virtual attendance as well!

LOOKING FOR RESOURCES?

Visit the **AFIMSC RM Portal** for instructions on how to view:

- Recorded Sessions
- Presentation Slides
- Questions and Answers from Discussions 

About the Author

Mr. Kurt Schmidbauer is the Enterprise Support Branch Chief for the Air Force Installation and Mission Support Center at JB San Antonio, TX.

Demystifying BPMC

by Ms. Kimberly Duhart, AFDW



Have you registered to attend the Basic Financial Management Course (BFMC)? Are you nervous? Excited to go on temporary duty? Maybe you are simply curious about the course after seeing it on your training plan. This first-year Palace Acquire (PAQ) Internship requirement can seem a bit intimidating—after all, it covers over 480 hours of material. Allow me to demystify the course by sharing an overview of the class structure and some tips I learned as a PAQ intern who recently completed this course.

OVERVIEW OF THE COURSE

BFMC has two six-week phases. During Phase I, the class is a virtual self-paced course. Blocks containing a study guide and assignment instructions open on a preset schedule. There are due dates for each assignment. You are free to complete them more quickly, but you cannot move on to the next block until it is released. In this phase, many assignments are short essays or multiple choice open-book quizzes. The more in-depth assignments involve creating presentations and building spreadsheets. Depending on your familiarity with the career field and your goal for the course, your time commitment during Phase I will vary. You can decide to skim the readings just enough to earn passing grades or dive deep into the regulations and resources to learn more about how each block fits into our career field.

Although Phase II is normally held in-person at Keesler Air Force Base in Biloxi, Mississippi, all BFMC classes have been fully virtual since spring 2020. This makes Phase II challenging because nearly all its assignments involve teamwork. During this segment, you will apply concepts learned during Phase I to complete more complex assignments, and collaborate with teammates who have varying work and learning styles. Within small teams, you will practice negotiating how to approach an assignment, divide tasks, and hopefully, assertively manage any small disagreements that arise. If you complete Phase II virtually, you will also become adept at smoothly handling technical challenges in real-time, when, inevitably, your group presenter's screen freezes in the middle of a presentation.

Throughout the class, the most difficult assignments are those that challenge students to quote specific regulations in response to customer service scenarios. You will not always arrive at the correct answer, but you will become familiar with frequently referenced financial management regulations, including how they are formatted and where to find particular topics. Save those bookmarks because you will use them long after you graduate! You will also learn to step back and consider different approaches to a problem. After the class is over, you will come to realize these were the real goals all along.

LESSONS LEARNED

I have three lessons learned to share with you about how to approach BFMC to get the most out of the course.

First, take full advantage of the opportunity to build relationships. The biggest drawback of attending a virtual BFMC is the loss of in-person connections with our classmates. If you attend virtually, join, or start a group chat, and use it to get to know your peers. Use it to make long-lasting connections, instead of only participating to alert your peers about a connectivity issue or a rescheduled group meeting. Your classmates may be Resource Advisors, fellow PAQs, National Guard Officers (some of whom may have prior enlisted experience in a variety of career fields), and Foreign Exchange Officers. By networking with this group, you will benefit from the perspectives and experiences of your classmates.

HATS OFF to BFMC Instructor!


Congratulations to Capt Caroline Stewart winner of the 81st TRG Officer Instructor of the Year Award





Second, expand your network to include guest speakers. If you are offered a one-on-one meeting, sign up! For example, as a civilian, you can benefit just from meeting the officer assignment team. You will gain a baseline familiarity with the officer assignment process, which might be helpful if you become a supervisor or mentor for officers in the future. If nothing else, the meeting will give you a point of contact that could benefit your network in the future.

Finally, spend time sharing best group practices class during Phase II. Each group will develop unique methods for collaborating and leveraging technology. Share these best practices by talking about your successes and challenges. Use what you learn to succeed during the class and then bring it all back home to improve your unit after you graduate.

I hope this information helps ease your mind about the challenge that awaits you in BPMC. Let me know if you found these tips helpful or if you would pass along different advice. My next military education course is Squadron Officer School, so if you have any suggestions or advice for success in that course, I am happy to receive it! 

About the Author

Ms. Kimberly Duhart is a Civilian Pay Technician for the 11th Comptroller Squadron located at Joint Base Anacostia-Bolling, D.C.

Looking for FM Training?

On Wednesday 20 April from 1200-1300 EDT, join the faculty from the Defense Resources Management Institute (DRMI) of the Naval Postgraduate School (NPS) for a unique FM Vision Exchange entitled *Economic Environment* presented by Dr. Jonathan Lipow, Professor of Economics. The session will elaborate on economic trends and developments in the US and the world at large, with a focus on the implications for US national security and resource management.

Dr. Lipow will explore the size and composition of the US debt level (spoiler alert: it's larger than the headlines would lead you to believe) and discuss policies including social security and Medicare which drive the national debt. On that topic, Dr. Lipow will offer insight about how we as a Nation can address the national debt (hint: it has to do with "efficient economic systems.") Lastly, Dr. Lipow will consider how we as a Nation can promote effective immigration and, in so doing, aid in mitigating the Nation's most pressing fiscal challenges. (Hint: it involves Net Present Value analyses.)

The course will help financial managers make more informed resource allocation decisions that take into account the likely impact of conditions beyond the control of Department of Defense (DoD) on financial resources that may be made available to address national security needs. So, don't miss this opportunity to explore the *Economic Environment* with your colleagues from across the DoD.

Remember, the session qualifies for 1 credit hour which may be applied toward initial Defense Financial Management Program (DFMCP) Certification aligned to Advanced Financial Management, Proficiency Level 5, Certification Level 3. Alternately, the session qualifies for 1 Continuing Education Training credit.

To learn more about the DRMI and our mission to teach analytical decision making for defense resources management, check out www.nps.edu/drmi.





DEAMS FMO Update

by Mr. Todd M. Baker, DEAMS Functional Management Office

WHAT'S UP?

The Defense Enterprise Accounting and Management System (DEAMS) Functional Management Office (FMO) is always looking for ways to increase functionality for our Airman, which is one reason we were so excited to implement Agile software development concepts. We are now applying those concepts towards streamlining civilian payroll accounting processes. This effort has become a top priority for the DEAMS FMO for multiple reasons. First, the posting delays created by the long processing time affects the completeness of financial reports produced in DEAMS, which has a snowball effect on both financial decision-making and Department of the Air Force operations. Second, the current transaction volume prevents us from completing future initiatives to transition United States Space Force and Air Force acquisition payroll accounting to DEAMS. The proposed solution will eliminate the capacity bottleneck, allowing us the ability to process civilian payroll transactions in days versus two weeks, thus increasing the capacity for more transactions. We will provide functional support during the development and testing over the coming months to ensure the solution meets expectations, while the DEAMS application remains compliant and viable.



WHAT'S NEW?

We suspended software updates during the month of January while we addressed hardware issues, but we are now back on track releasing new functionality. Since early February, multiple updates to the system have improved system performance for all users and have provided efficiencies for our Defense Finance Accounting Services (DFAS) partners by eliminating manual processes. Recent updates include:

- All billing events are now shown when searching to find if a Centralized Disbursement System (CDS) line of accounting (LOA) was present on previously created billing events
- Disabled unused/unnecessary Open Account Balances Listing Definitions and related data which prevented Open Account Balances processes from running when transferring journal entries in the Accounts Payable sub-ledger. These unnecessary programs were causing performance issues
- Corrected a List of Values (LOV) query which would error when multiple periods overlapped in same month
- Corrected LOVs to work regardless of the timestamp value, corrected error report calculations
- Updated interfaces to allow the Submitter, Originating, and Customer Agency Location Code fields received on the inbound file, to show within the DEAMS Interface Metrics, Error handling and Status (DIMES) tables

Many of these changes are transparent at the base-level, but all play a role in improving financial operations, which translates into improved financial reporting and auditability.

We also look forward to going live in early April with Prior Year Adjustments accounting in DEAMS, and we continue development of our Treasury Direct Disbursing, G-Invoicing, and Oracle-Based Intelligence Enterprise Edition (OBIEE) initiatives.

ON THE ROAD...AGAIN

The see-saw of the pandemic had us packing and unpacking our bags for the Miscellaneous Payments activities. In January, we were traveling to Air National Guard (ANG) bases to train Airman in person. In February, we were ready to travel, but locations quickly began increasing to Health Protection Condition Charlie, so we transitioned to virtual training. In March, restrictions are lifting and the Deployment/Training Team is back on the road, training at seven ANG bases. As of the end of February, we have trained 2.5K users at 131 units on Miscellaneous Payments since beginning this effort in 2020.



DEAMS FMO Update *(cont.)*

GET SMART!

DEAMS users who are new to the Miscellaneous Payments process are encouraged to attend the basic two-day course. We continue to offer the experienced user sessions, also known as “Train It,” via Microsoft Teams each month, allowing users to attend one or all four, two-hour sessions held over the course of four days. Each day offers a different topic: Supplier, Requisition and Purchase Order, Receipt and Invoice, and Departmental Accountable Official (DAO) Review and Troubleshooting. In March, the experienced user courses will be held 21-24 March. These sessions were developed based on the lessons learned by the Deployment and Training Team during Miscellaneous Payments implementations to the field. Both the basic course, and the experienced user sessions are shown on the FM Systems Training calendar on the [DEAMS Outreach Portal](#).

HELPING HANDS

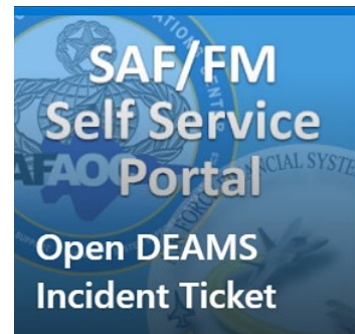
Operation Clean Slate was such a success last year that we are planning on repeating it this year as we go into the summer and pre-closeout activities. During Operation Clean Slate II, the team will work directly with the field to reduce the number of Invoices on Hold. Last year, our team helped to clear over 60K lines over the course of three months. Stay tuned for more details on Operation Clean Slate II in the coming weeks.

For more information on this article, please contact the [DEAMS Strategic Communications Team](#).

Streamlining Customer Service with ServiceNow SSP

by Ms. Jeannette Beer, AFAOC

Last month, I announced the Air Force Accounting Operations Center’s (AFAOC) plans to launch the **Secretary of the Air Force for Financial Management and Comptroller (SAF/FM) ServiceNow Self Service Portal (SSP)** which allows any user to submit an incident ticket (Defense Enterprise Accounting and Management System [DEAMS], FMSuite, Commanders Resource Integration System [CRIS] Account Management and/or FM Workflow [FMWF] Account Management) directly into the ServiceNow system and maintain visibility of those tickets throughout their lifecycle. The SAF/FM ServiceNow SSP can be accessed via the [DEAMS Outreach Portal](#) by clicking the tile (shown here) on the homepage.



This month, we would like to dig a little deeper into the features customers can access within the SAF/FM ServiceNow SSP. AFAOC customers can perform multiple actions within SSP, from submitting new tickets to reopening a previously closed ticket. When a user selects an SSP subcategory, dynamic instructions are displayed on the submission form. Instructions may contain written reminders, hyperlinks to resources, and/or example screenshots.

Personally Identifiable Information (PII) like Social Security Numbers (SSNs) can be securely entered via the DEAMS SSP. The only designated field users are authorized to enter PII is the “SSN/Taxpayer ID” field on the DEAMS Incident Ticket submission form. Data entered in this field is masked to protect and secure the PII. The two most common examples of PII on DEAMS tickets are SSNs for Account Management and Individual Taxpayer IDs for Supplier Record issues. Users should redact PII in attachments prior to uploading them to the SSP and avoid uploading encrypted emails to tickets because they cannot be opened.

Customers can check the status of their tickets by selecting “My Open Incidents” or “Requests” from the SAF/FM SSP Homepage. If a ticket is placed in “On Hold-Awaiting Caller” state, users can provide additional required information via the SSP. This systemically takes the ticket off hold and routes it to the appropriate team for review/action. Customers can also submit a



Streamlining Customer Service with ServiceNow SSP (cont.)

request for a Resolved DEAMS ticket to be reopened via the SSP; click on the “Request to Reopen Incident” button, add additional information/attachments, and then click the Submit button.

CRIS customers can use the SSP for account management purposes, such as creating, terminating, and modifying accounts. Modifications include new Civilian Pay (CIVPAY) access, CIVPAY access recertification, or changes for duty station or designation. Customers can also submit tickets for login issues or if they receive a new Common Access Card (CAC).

FMSuite customers can submit tickets for any module within the system, document control, decision support, budget drills, and organizational structure maintenance. FMSuite account management is not available from the SSP because those requests are processed using Forms and Account Management Service.

Finally, FMWF customers can also conduct account management activities such as account creation, termination, and modifications. Modifications include requesting a new role in the system or changes for location/base. Customers can also submit tickets for login issues for FMWF or if you receive a new CAC.

Using the SSP is user-friendly! Simply select the system you need assistance with and follow all relevant prompts.


IMPORTANT REMINDER: Defense Finance and Accounting System (DFAS) users will not submit DEAMS tickets via SSP. Per established guidelines, DEAMS issues for DFAS users must first be routed through the **DFAS DEAMS Tier 1 Help Desk** and be assigned a DFAS Automated Routing and Tracking System (DARTS) ID beginning with ED or OX, prior to the DFAS Tier 1 team opening a ticket with the DEAMS Help Desk.

For more information, please review the **DEAMS Help Desk’s January Monthly User Forum Presentation** on SSP, or search the **Knowledge Base** for articles on how to use the SSP. Need assistance with Self Service Portal? Contact the **DEAMS Help Desk** or **AFFSO Customer Service (Legacy)**.



AFIPPS Update

While the Air Force Integrated Personnel and Pay System (AFIPPS) implementation has been pushed to at least 1 January 2024, the Office of the Secretary of the Air Force (Financial Management and Comptroller) and the Directorate of Manpower, Personnel, and Services remain fully invested in AFIPPS. It is our path to integrating personnel and pay to fix many of the pay issues Comptroller and Personnel organizations encounter today. There are several reasons for the delay; however, our main focus is to ensure AFIPPS can pay our Airmen and Guardians accurately and timely from the start. We can’t launch a program that creates pay problems! For all of us old enough to remember the launch of Military Personnel Data Systems, we can remember the pain caused to Airmen and families when we were unable to pay them.

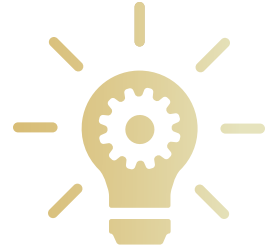
Previous headquarters guidance requested Comptroller and Force Support Commanders to partner and focus on training and cleaning up of the respective pay and personnel databases. While training and clean up are still vital to the successful implementation of AFIPPS, we request commanders and senior enlisted leaders partner to aggressively drive Case Management System cases and other key FM and FSS metrics into the “green” as to ensure our communities pay our Airmen and Guardians more timely and accurately today! Note, additional information concerning training will be forthcoming from the respective Career Field Functional Managers. However, you need not wait to train, as the commanders and senior enlisted leaders on the ground know exactly what training is required to make all personnel comfortable with this change. 



Find it on FICS!

Check out the March highlights from the Resource Training Center (RTC)!

DEPENDENCY DISCREPANCY TRAINING: A recording of this virtual training hosted by subject matter experts, partners, and the Resource Training Center is available at the FICS SharePoint site. For more information, join the **FICS-FM Resource Training Center Team** on MS Teams. We would love to hear from you!



COGNOS TRAINING: COGNOS is a reporting system for pay records enabling users to create customized reports based on Master Military Pay Account data. Watch a ten minute how to get started video on building your first report or dashboard in COGNOS. Users can create reports that are viewable to individuals, or create public facing reports that can be utilized by teams of people (i.e. Comptroller squadrons). Get started by viewing system access instructions to **COGNOS here!**

AGENCY PROGRAM COORDINATOR WEBPAGE (FICS) UNDER CONSTRUCTION:

The RTC is working with Mr. Darrell Haraway from Air Force Finance and Accounting Office–Finance to provide the latest updated content for our APCs to FICS in the coming weeks. Stay tuned!

myFMHub: New Link, New Features!

myFMHub has even more features to check out:

New web address: Update your favorites and bookmarks – <https://www.myfmhub.hq.af.mil>.

FM Systems page: A single place to access FM related systems information, training, support, and more!

Spotlight Enhancements: Spotlight articles now include read time, total readership, and CET quantity

AF RSS Feed: Get the latest AF news directly on the site

One final reminder, myFMHub IDPs are sun-setting with the new requirement for Airmen and Guardians IDPs to complete in **MyVector** effective 1 April 2022. Log on to **myFMHub** now to download your historical documents and use it to complete your myVector IDP. You can always access your historical IDPs from your myFMHub Dashboard.

FOMO? We got you!

Miss the third installment of the SAF/FM Leadership Series *Building Innovative and Diverse Teams* featuring Maj Gen Mark Brown (Ret)? No problem! **Watch the recording** here and after viewing be sure to **submit your email address** to claim one continuing education and training credit. Catch the next one on 31 March 1200-1300 ET **here!**