Office of the Internal Auditor

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OIA Advisory Memo

Date: March 21, 2018

To: Sarah Harrell, Director - Enterprise Programs
             Katherine Moore, Program Manager

From: Mike Walton, Internal Auditor Manager
             Deena Harrison, Internal Auditor Manager

Subject: Centerpoint Project

Background:

In support of Citizens' strategic goal to ensure a strong financial operating environment, Oracle Fusion Cloud Service, an integrated ERP solution was purchased. The integrated ERP solution, Centerpoint, will replace existing independent applications used by individual departments including Accounting, Human Resources, Purchasing and Vendor Management. Expected benefits of the integrated solution include a single system of record, automated workflows, consolidated views, and improved expense management.

The Centerpoint project consists of five phases with implementation dates scheduled through August 2018. Three of the five phases have been implemented:
*   Phase 1, which focused on Accounting and Procurement, went live in April 2017.
*   Phase 4, which focused on Human Capital Management (HCM) functions, such as benefits, payroll, time and absence management, and talent acquisition, went live in December 2017.
*   Phase 2, which focused on Advanced Procurement, went live in January 2018.

Citizens' Centerpoint Project Team is currently focused on the implementation of the final two phases. Phase 3, which is focused on Budget functions, kicked off in January with a targeted go-live date in early August 2018. Phase 5/5a, which is focused on Advanced HCM functions for talent management, development and learning, kicked off in February with targeted go-live dates in June and July 2018.

Scope and Objectives:

The Office of the Internal Auditor (OIA) continues to support the project by providing consultative advice regarding controls to the business area and project management upon request, as well as confirms the effective utilization of project governance processes and timely escalation and handling of issues.

Results:

Citizens' Centerpoint Project Team continues to improve the efficiency of the implementation process throughout the project by identifying lessons learned from each phase that will benefit the implementation of remaining phases.

The project team has established an effective process to address system enhancements as well as defects. This process is well managed and comprehensive including the identification, escalation, and mitigation of risks. As risks are identified, the Program Director and Project Manager engage the Office of Internal Auditor (OIA) for consultative support regarding control design and the adequacy of proposed mitigation plans. The collaborative efforts of the Program Director, Project Manager, project team, business areas, and OIA have resulted in the timely identification of risks and the implementation of solutions designed to mitigate these risks.

OIA will continue to support the project by providing consultative advice regarding controls to the business areas and project management upon request. We would like to thank the project team and management for the utilizing OIA consulting services.

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