How To Achieve Better Process Efficiency And Control Through Your Existing Information Infrastructure

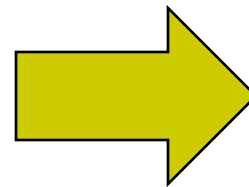## Fox Creek Consulting, LLC

Do You Remember When.....

...It Has Not Gone Away; Just a New Form

What is Known?

- From audits, how much do your clients really know what is going on within key (human to human) processes of their business?

- Do they have the necessary controls and how do they know they are being followed?

- How long does it take them to get this information?

Common Issues

- Key processes, policies and related controls usually don't formally exist or exist in "passive" documents (i.e. binders, company web pages, etc.)

- Hard to know if these processes and controls are being followed consistently and difficult to get factual data in order to monitor and correct

- Management may see implementing recommended controls as a waste of time
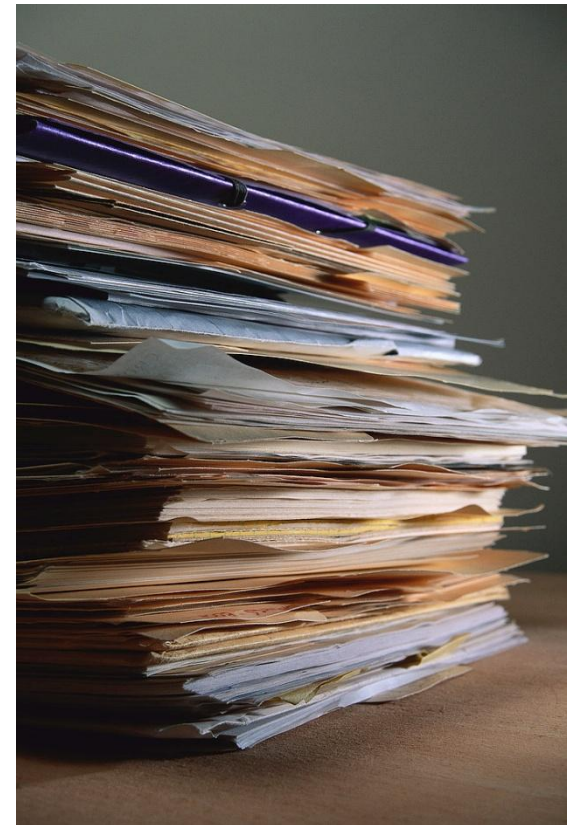
SAS No. 109

Generally, IT provides potential benefits of effectiveness and efficiency for an entity's internal control because it enables an entity to:

- Consistently apply predefined business rules and perform complex calculations in processing large volumes of transactions or data.

- Enhance the timeliness, availability, and accuracy of information.

- Facilitate the additional analysis of information.

- Enhance the ability to monitor the performance of the entity's activities and its policies and procedures.

- Reduce the risk that controls will be circumvented.

- Enhance the ability to achieve effective segregation of duties by implementing security controls in applications, databases, and operating systems.

Relationship Between Business Objectives and Internal Controls (from SAS No. 109)
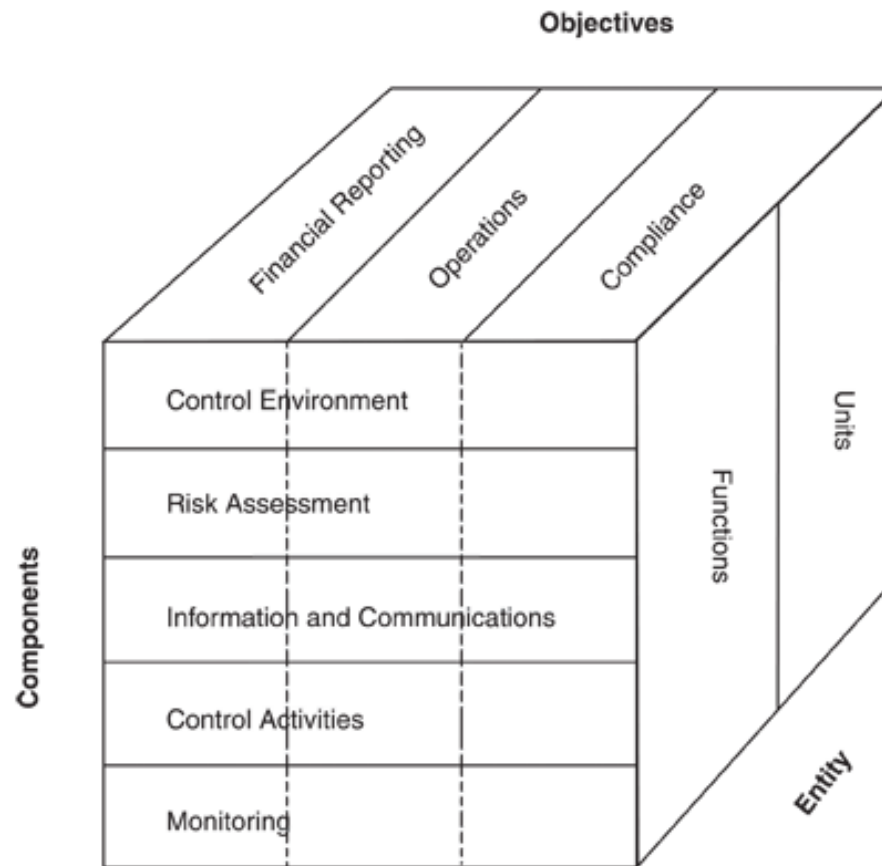
Win-Win Approach

Formalizing key business processes and controls with the existing information infrastructure to quickly achieve more efficient collaboration, measurement and compliance to meet the company's business objectives

Existing Infrastructure

- Web Browser
  - Internet Explorer

- Microsoft Office
  - Excel
  - Visio
  - Access
  - Outlook**
  - InfoPath**

- Microsoft SharePoint (including Microsoft Office Live)
  - Embedded within Microsoft Server products

** Not required if using Microsoft Forms Server

Office SharePoint Server 2007

Integrate Processes & Controls

- How do you implement integrated business processes and controls within this infrastructure?
  - Integrate business rules and logic with workflow into company forms that people use day to day

Collaborate More Effectively

- How can you more effectively collaborate?
  - Common "web based repository "
  - Documented workflow with SharePoint work queue views
  - Business rules ensure forms do not move forward unless all required items entered
  - Emails to notify next person in workflow
  - Metrics, dashboards and other tools to ensure monitoring of the process

Quickly Achieve

- How can you quickly achieve these results?
  - Based upon company's existing processes
  - Familiar Microsoft Office interface with end-user enablement features
  - Minimal IT help to maintain and support ongoing
  - Data mine results to quickly understand and improve

Easily Measure And Monitor

- Why can you easily measure the process and results?

  - Metric Data, natural by-product of using the electronic form

  - Familiar Office tools like Excel and Access for data mining and analysis

  - Mined data into dashboards with Excel, Visio and SharePoint
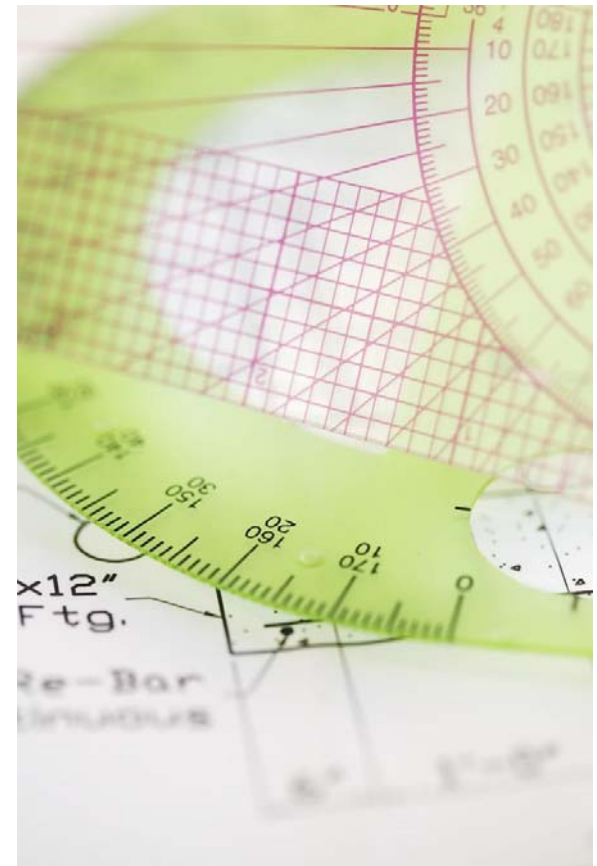
Track Compliance

- How can you ensure compliance?
  - Workflow ensures consistent process
  - Auditable forms with version history of documents
  - Security through InfoPath, SharePoint and existing network infrastructure

Demo

- Context

  - Fortune 1000 company needed help with their computer-related asset management and procurement

    - Did not want to purchase a software package

    - Wanted to get better control and visibility around computer-related assets and their costs

    - Wanted to achieve higher collaboration within the related groups

Summary

By implementing business processes and their related controls in a similar manner, companies will be able to:

- Automate and Integrate Processes & Controls

- Collaborate More Effectively

- Quickly Achieve

- Easily Measure

- Track Compliance

What the Client Said...

"... provided true value by providing better visibility, insight, and management of these key assets and their related costs, so we can optimize their use and re-use."

"Based upon our success, other parts of the company are now looking to leverage this platform to achieve similar business results and value."

"We would not have been able to accomplish so much so quickly and to maximize the value of these investments without Fox Creek Consulting."