



Quest Forum Digital Event

— Insights. Information. Education. —
Practical hands-on learning for the Oracle user community.

Innovation Week

April 20 - 24, 2020

Community Education

Cloud Week ————— May 27 - 29

PeopleSoft Week ————— June 1 - 4

JD Edwards Week ————— June 8 - 11

Database & Tech Week — June 15 - 18

Focus Days

Professional Development ————— June 5

Emerging Technology ————— June 5

Training & Workshops ————— June 12

How Federated Co-Operatives achieved Efficient, Auditable User Provisioning

Greater Control, Involving the Business, Increasing Efficiency.

Remember to provide your session feedback in the app!

Session ID:

114450

Prepared by:

Mark Laxdal

Senior Applications Mgr
FCL

Mike Ward

CEO
Q Software
Tres Paul
Technical Manager

11th June 2020



Objectives.....

- 🔗 How to Improve & Simplify Role/User Management
- 🔗 Importance of Pro-Active SoD
- 🔗 Delivering Efficiency to the Business





Mike Ward

- 45 Years IT Experience
- ERP from the Beginning
- 250 ERP Audits
- Leicester City FC since 1963
- @mikeaward





Tres Paul

20 Years IT Experience

Business Analyst

Technical Architect

Security Design

Multiple ERP – JDE, EBS

Supports Liverpool FC





Mark Laxdal

20 Years IT Experience

JDE Manager, Business Analyst

Master Data Management

Business Orientated

Passionate about detail



Contents

- 🔗 Business Issues - MW
- 🔗 Federated Co-Operatives - ML
- 🔗 Streamlining User Provisioning - ML
- 🔗 UAM Demo – MW/TP
- 🔗 Summary





Why is Security Necessary?

Your ERP system contains all your Key Company Data

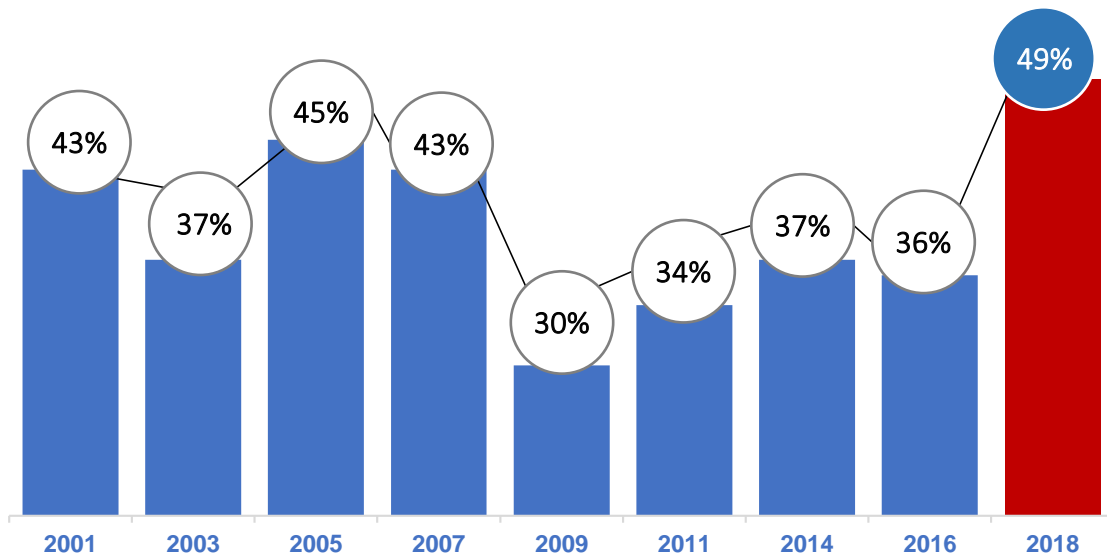


Theft	Compliance	Internal Controls	Fraud
	Risk Management	Governance	



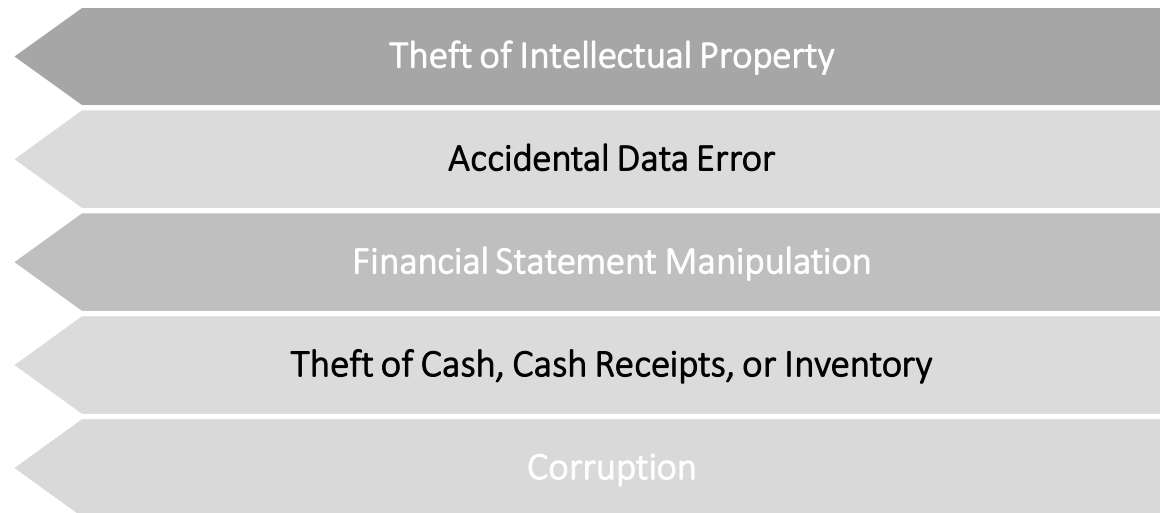
Fraud Exposure and Insufficient Controls

50% OF COMPANIES EXPERIENCE FRAUD



Source: PwC 2018 Crime & Fraud Survey

MOST COMMON TYPES OF FRAUD



ROOT CAUSES

Poor Internal Controls

Non-Segregation of Duties

Wide System Authorizations

Lack of Supervision

Business Pressure





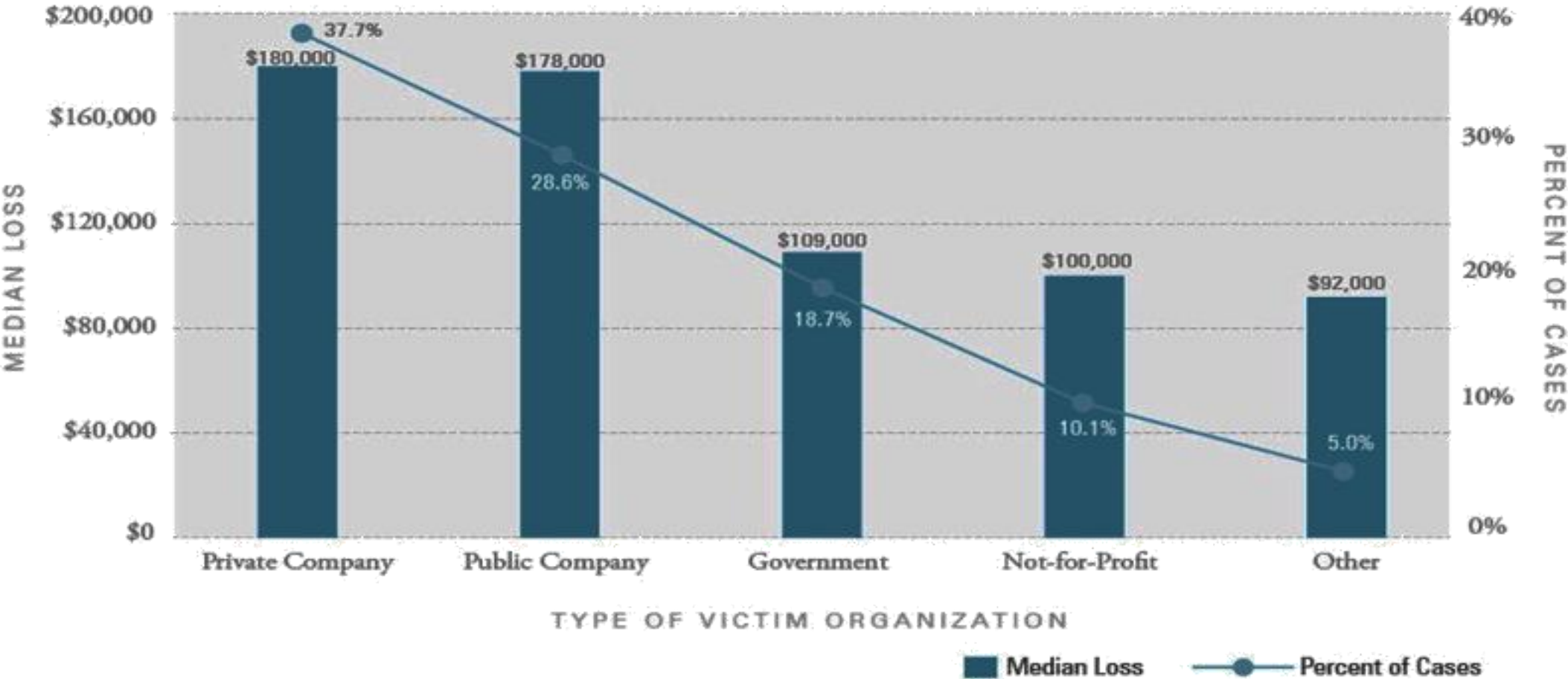
INTERNAL CONTROL WEAKNESSES WERE RESPONSIBLE FOR NEARLY HALF OF FRAUDS



© ACFE 2018

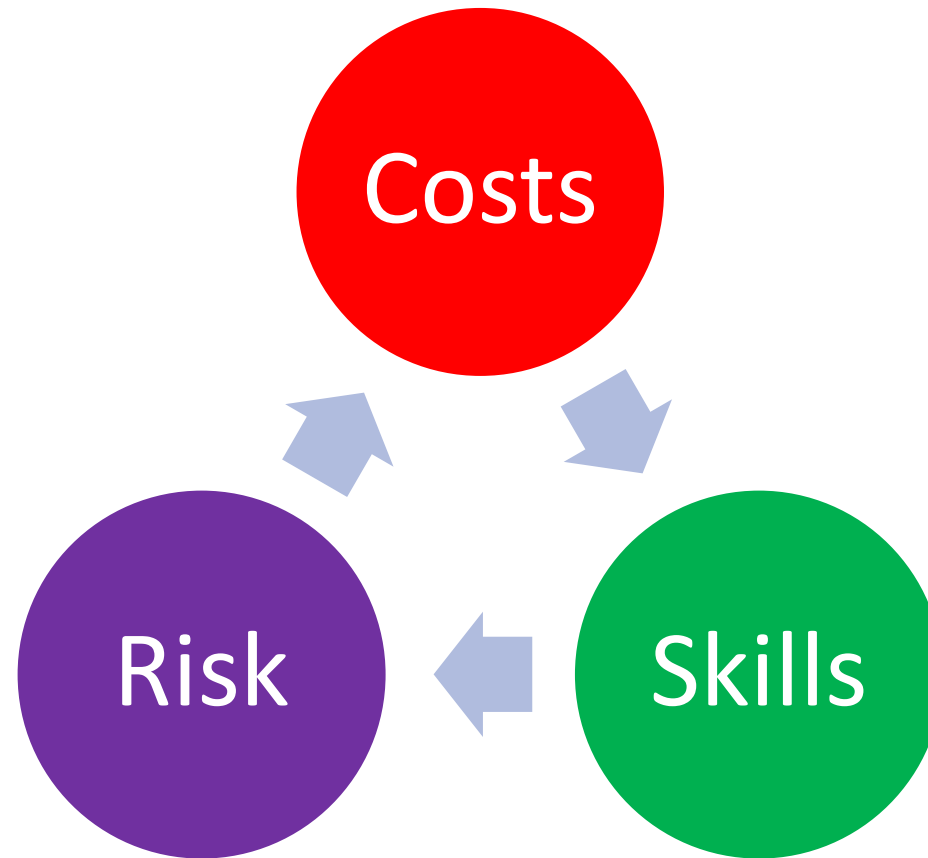


Fraud – The Business Suffers

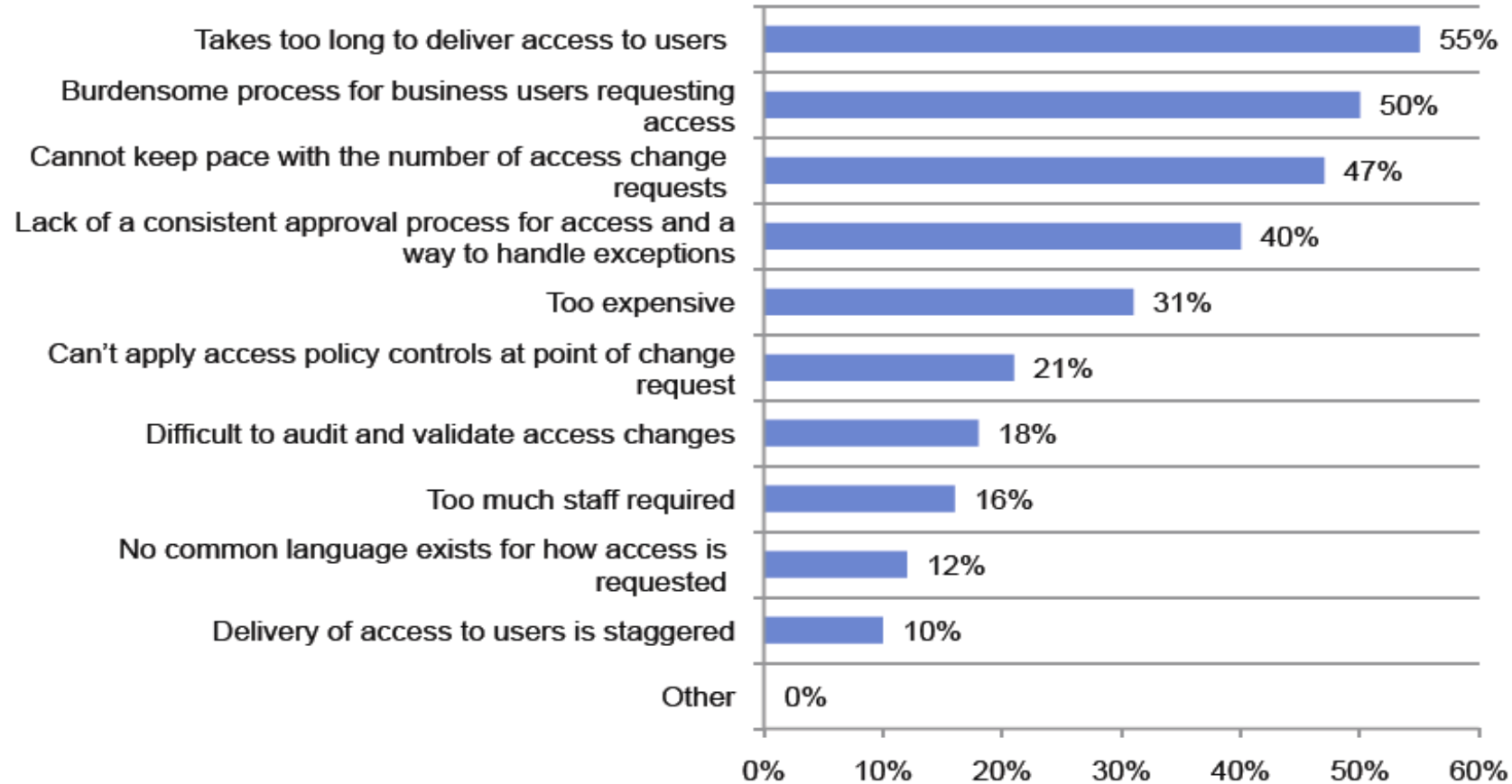


© 2016 Association of Certified Fraud Examiners.

The Efficiency Conundrum



Key Problems in Delivering Access



© Ponemon Institute



Problems

- User Assignment is Difficult
- Approval Process
- What about Segregation of Duties
- Visibility

ORACLE
E-Business Suite



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Federated Co-Op – The Business



FCL is a wholesaling, manufacturing, and marketing co-operative that serves independent retail Co-ops across Western Canada

2018 financial highlights

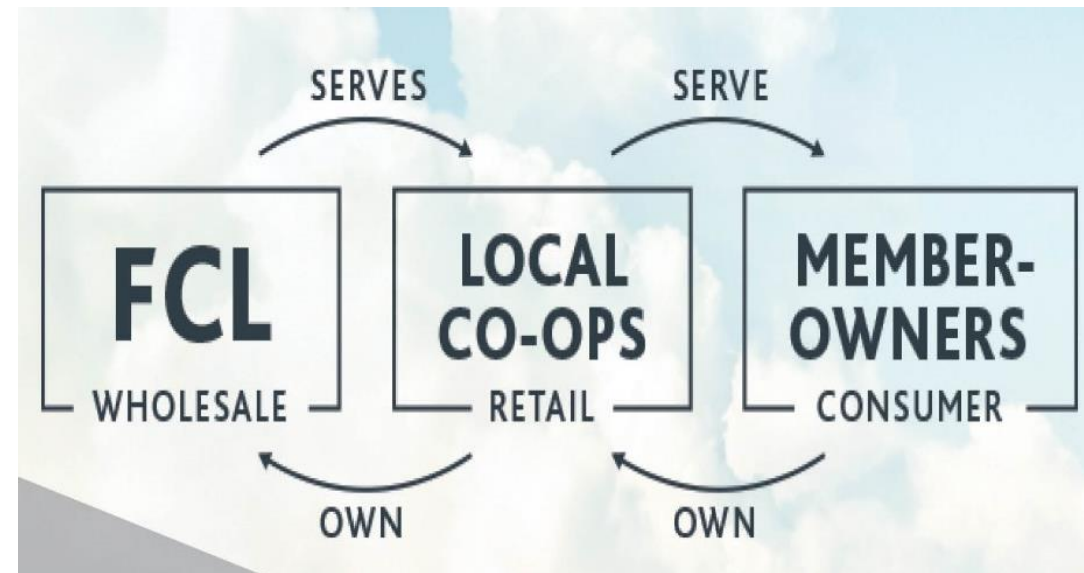
\$10.7 Billion – Sales

\$1.1 Billion – Net Income

\$789 Million – Patronage Allocation

\$651 Million – Share Redemption

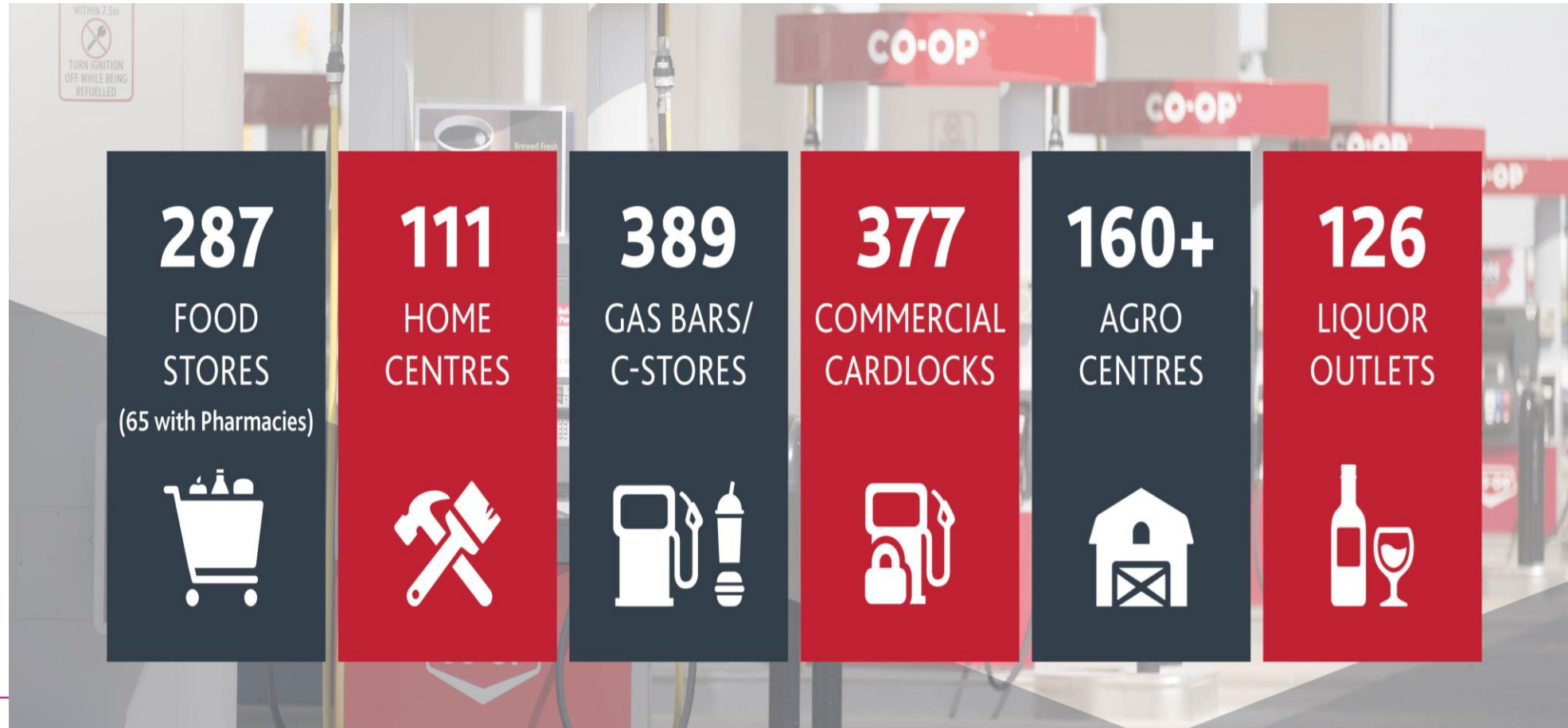
How we operate



Federated Co-Op – The Business



Serve 170+ Co-ops across Western Canada, multi-channel model has unique scale and loyalty benefits



JDE Project



- Two major Go Lives with 4 weeks
 - Core Financials and Refinery
- Went from Mainframe to JDE 9.2
- Used QSoftware for Roles/Components
 - ERP-One consultants
- Have over 2500 user accounts
- Have a dedicated JDE Security & UX Analyst



Issues & Objectives



- ↳ Streamline Business Processes
- ↳ Remove paperwork & bottlenecks
- ↳ User Provisioning was Manual
- ↳ Exploit RBAC



Benefits of RBAC

- ☞ Enable our Business Users
- ☞ Access Control
- ☞ Fraud & Segregation of Duties
- ☞ Visibility of Access
- ☞ User Management Responsible



User Provisioning Project

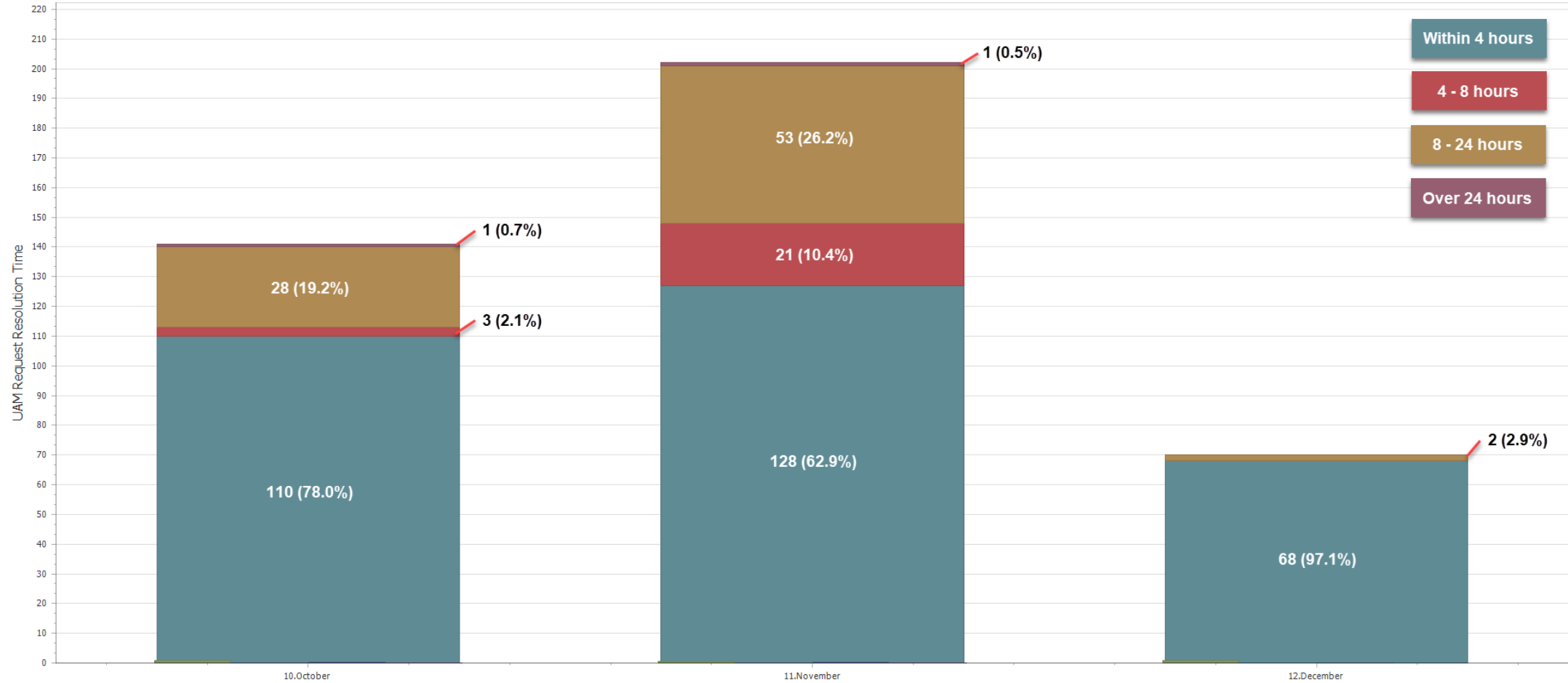
- ❏ Business owns the JDE System
- ❏ Make Business Responsible for Access
- ❏ Provide All Information
- ❏ Submit Own Requests
- ❏ Approval Process
- ❏ Improve Relationships



UAM Metrics



UAM Metrics





Outcomes

- Auditor Very Happy
- Full Audit Trail
- Users Empowered
- Innovative



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- 🔗 **UAM Demo**
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Visibility

Where are my SoD issues?

Who Owns that Issue?

What is the Business Risk?

How do I fix it?

Mitigation?

Who can Access this Critical Object, Master Data?

Periodic Access Review

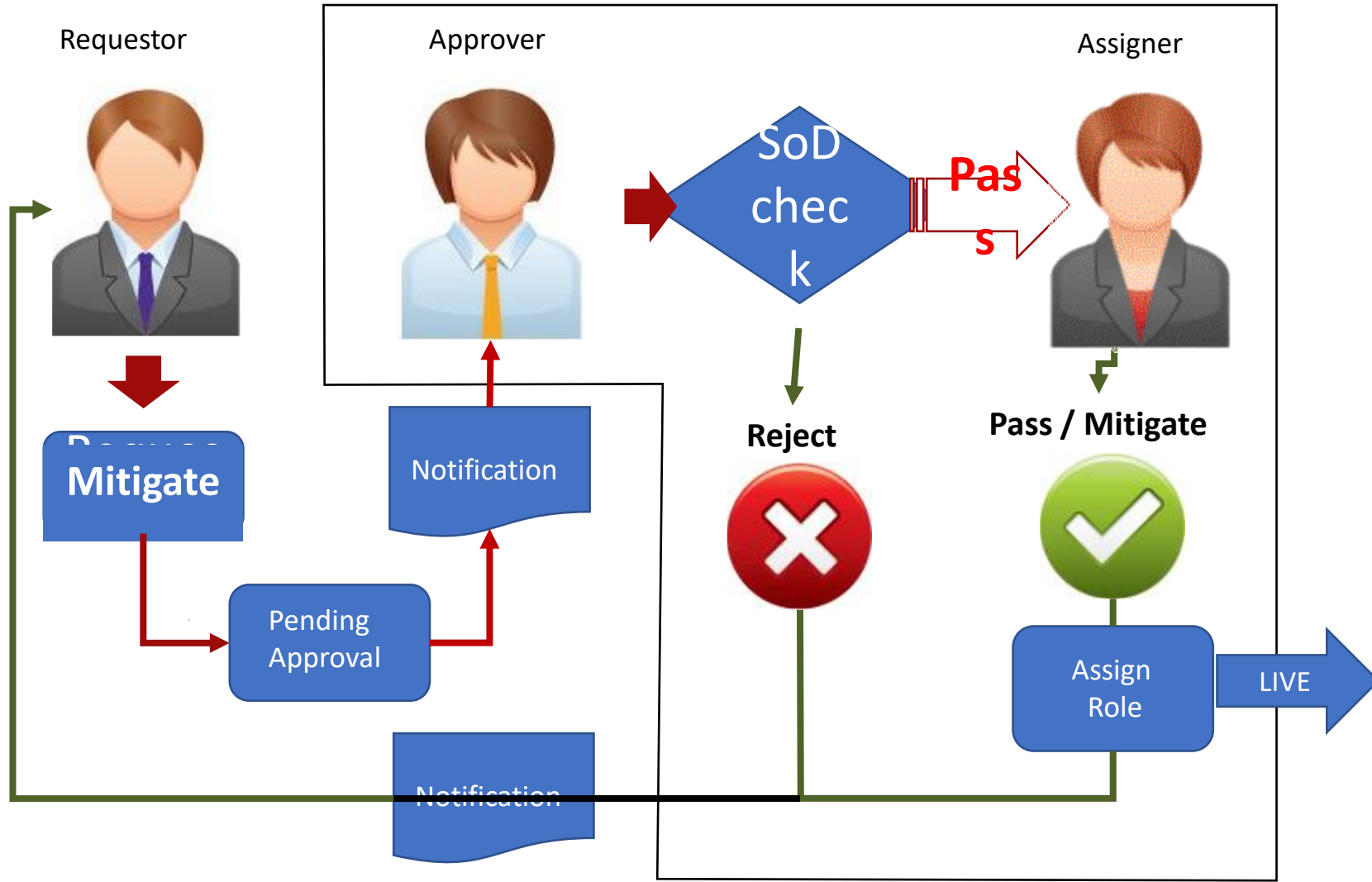


User Admin Manager



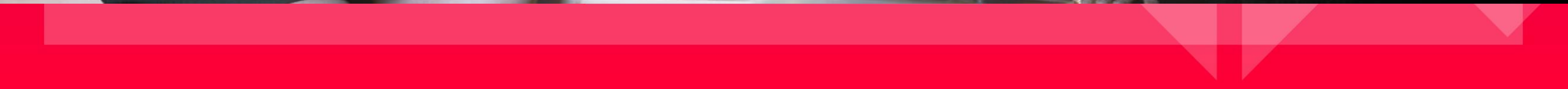
- Provisioning of Users & Roles
- Requestor : Approver : Assigner
- Automated Workflow
- Optional SoD check
- Manage Security in a Grid
- Batch upload from spreadsheet
- Reporting on Leavers etc





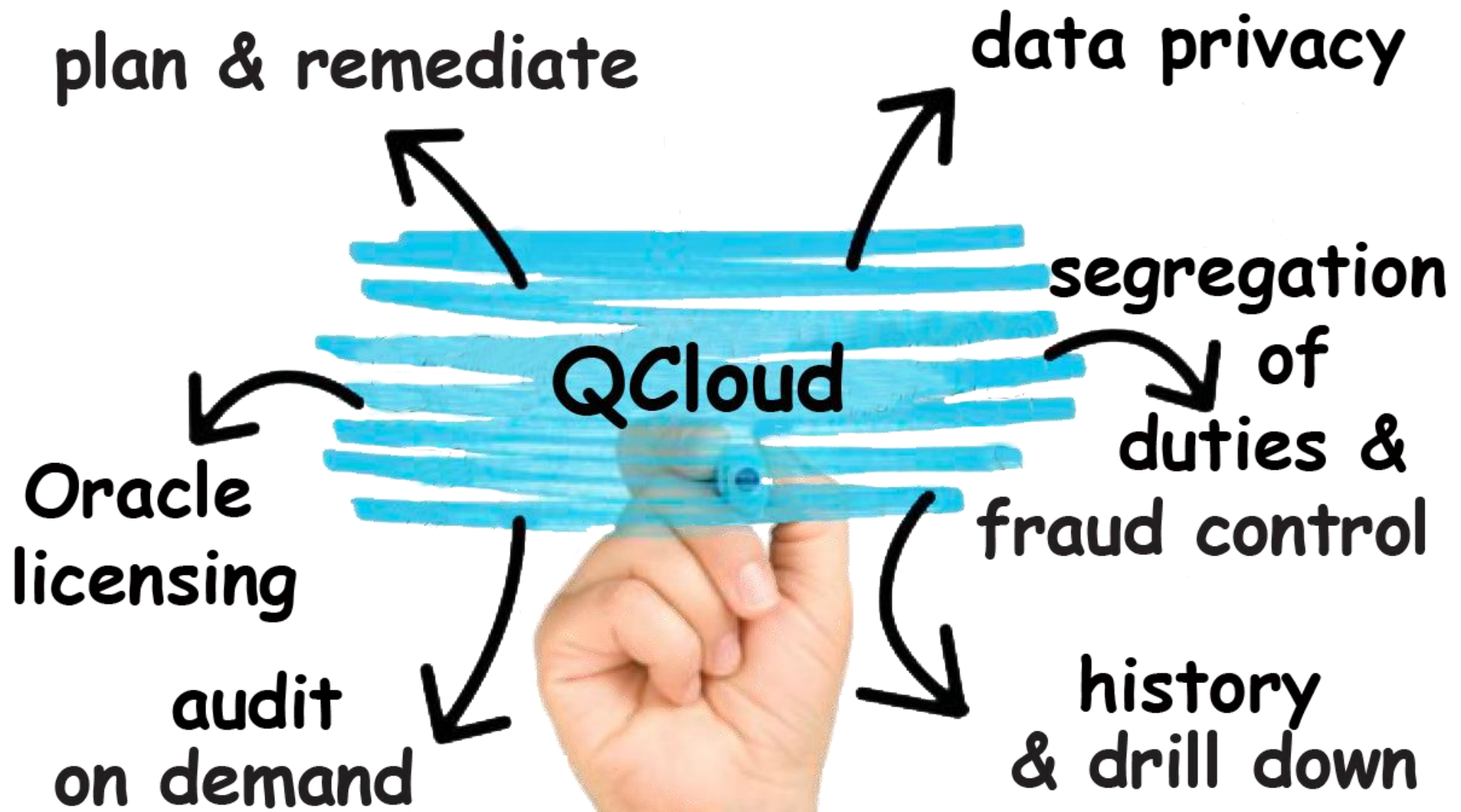


Technical
Demonstration



Summary







UAM Benefits

Efficiency in Security Management

Spreadsheet Import

Pro-Active SoD

Workflow with Approval notifications

Audit Reports

Reporting to Clear Tables



Summary – Federated Co-Operatives



- ↳ **Empowered the Business**
- ↳ **Easy to use – built in JDE**
- ↳ **Consistent and Standard Process**
- ↳ **Flexible**
- ↳ **Improved data quality**
- ↳ **Saves Time – JDE Security Analyst**
- ↳ **Fully Audited**
- ↳ **Happy Management**





Q&A

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mikew@qsoftware.com

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Quest Forum Digital Event

Quest Forum Digital Event Continues!

Cloud Week

Wednesday, May 27 - Friday, May 29

PeopleSoft Week

Monday, June 1 - Thursday, June 4

Professional Development & Emerging Technology Day

Friday, June 5

JD Edwards Week

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REGISTER TODAY!