

2021 Best Practices Proposal Form



Completed proposals are to be submitted to
Jeremy DiGorio, Chair, SACUBO Best Practices Committee, info@sacubo.org
The deadline is December 16, 2020.

Best Practices Submission:

Title: Oversight – Transactional Risk Analysis Software

Primary* Contact Information:

The primary contact must be a SACUBO member institution of higher education.

Institution: Texas A&M University

Address1: 750 Agronomy Rd Suite 3101

Address2: 6000 TAMU

City: College Station

State/Prov: TX

Zip Code: 77843

Salutation: Prof. Dr. Mr. Mrs. Ms.

First Name: Clint Middle Name/Initial: Last Name: Merritt

Suffix (Jr, III, etc.)

Professional Title: Director

Email: c-merritt@tamu.edu

Phone: 979-845-8772

Fax: N/A

*Additional team contacts may be listed at the bottom of this form.

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Institution Information:

Institution:

Research Comprehensive/Doctoral Small Institutions Community College

Year Founded: 1876

Geographical Location: TX

Number of Students: 70k

Website: www.tamu.edu

Statement of the Problem:

Provide a brief statement identifying the challenge your institution encountered that benefited from your best practice.

The overall volume of disbursement transactions and the number of resources (staff) available to review the transactions was not sufficient to allow for the review of 100% of the disbursement transactions. We had to incorporate some auto approval options within Concur (Travel) and Jaggaer (Procure to Pay) to be able to manage the volume with the available resources. Auditors/Processors were also more focused on the number of documents audited per day to keep up with the volume versus finding issues and providing feedback to the end users to modify behavior. Due to the volume it was difficult for the auditor to identify the higher risk items or scrutinize the transaction for potential fraud. Tracking recurring errors/issues with a particular cardholder or payment processor was also very difficult for the auditor. This allowed mistakes to turn into a normal process for that user that in turn could be recurring compliance issues. Communication of issues to modify behavior was often inconsistent and difficult to fully track for a specific issue. With these issues we were looking for something that would help us to manage the volume of transactions to audit while being able to target the transactions with the higher risks in order to modify end user behavior.

Identify the Solution (250-words maximum):

Describe how you identified and developed your best practice solution including those involved with the process, impact on the organization, finances and resources.

We purchased Oversight Systems, which is a transactional risk analysis software, to address the aforementioned issues. This software identifies a risk in a transaction using attributes, optical character recognition, defined business rules and other indicators. This allows the system to look at every disbursement transaction to determine if that risk criteria is met to create a case or exception for the auditor to review. With this system in place it allowed us to put business rules in place in Concur and Jaggaer to allow or increase the auto approval of transactions which helped to manage the transactional volume. It also helped us realize efficiencies in processing

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by highlighting transactions that met a certain level of risk (working smarter not harder). Because this system identifies the issues or problem transactions, it allows us to focus on those transactions and communicate the issues to modify end user behavior and drive higher compliance. In addition the system also has a communications tool that houses templates to drive consistent communication from the auditors to the end users. Additionally, the communications tool tracks all messages for the exception and all previous audit findings for that cardholder or payment processor. This further helps to identify users that are repeat offenders of the policy to implement escalation procedures. Overall this risk analysis software has allowed us to more efficiently use our resources, modify behavior and improve compliance.

Resources to implement Oversight were provided by Financial Management Operations (FMO) within the Division of Finance at Texas A&M University. There was little to no IT resources required, only data extraction and secure transmission which were handled by FMO representatives (may require IT resources at other entities). The contacts listed in this proposal are the primary project managers and implementation specialists for this project. The project was implemented within the financial budget.

Implementation Timeline:

Provide a bulleted list of the steps and implementation timeline of your best practice solution.

1. June 2019 RFP
2. August 2019 Evaluation
3. Sept 2019 Contract Negotiation
4. Oct 2019 Award
5. Nov 2019-March 2020 Initial Design and Configuration
6. April 2020 Production Pilot
7. May-June 2020 Configuration Refinement
8. July 2020 System Wide Implementation

Benefits & Retrospect:

Provide a brief statement of the benefits achieved by implementing the best practice solution.

- Reduction of daily processing/audit volume
- Efficiencies in the review/audit process
- Focus on transactions that present a higher risk or are out of compliance
- Creates and tracks cases/exceptions that require review
- Provides actionable information to modify behaviors
- Templates that provide efficient and consistent communication
- Messaging system that tracks communication with end users
- Improves compliance and reduces fraud potential
- Identifies duplicates for prevention or collection

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Additional Team Contact Information:

Additional Contact #2:

Institution: Texas A&M University

Address1: 750 Agronomy Rd Suite 3101

Address2: 6000 TAMU

City: College Station

State/Prov: TX

Zip Code: 77843

Salutation: Prof. Dr. Mr. Mrs. Ms.

First Name: Kyle Middle Name/Initial: Last Name: Metcalf

Suffix (Jr, III, etc.)

Professional Title: Asst. Director

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Fax: N/A

*Additional team contacts may be listed at the bottom of this form.

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Additional Contact #3:

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Institution: Texas A&M University

Address1: 750 Agronomy Rd Suite 3101

Address2: 6000 TAMU

City: College Station

State/Prov: TX

Zip Code: 77843

Salutation: Prof. Dr. Mr. Mrs. Ms.

First Name: Evonne Middle Name/Initial: Last Name: Crocker

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Professional Title: Asst Manager - Financial

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*Additional team contacts may be listed at the bottom of this form.

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Additional Contact #4:

Institution: Texas A&M University

Address1: 750 Agronomy Rd Suite 3101

Address2: 6000 TAMU

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City: College Station

State/Prov: TX

Zip Code: 77843

Salutation: Prof. Dr. Mr. Mrs. Ms.

First Name: Debbie Middle Name/Initial: Last Name: Phair

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Fax: N/A

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Form: Updated November 2020