



Request for Change Form

## Request For Change (RFC)

### 1. Requestor Information

(To be completed by Requestor)

Request Title	ERP Upgrade Outstanding Customization		
RFC Ref No.:	2023/CRQ/CON/ERP/ITD/002	Requestor Name:	UGWOKE, KENNETH
Affected Application(s):	ERP	Requestor Office/Department:	ITD-AMD
Change Category	Normal	Head of Office	ISAH, SAMAILA
Request Date:	26 <sup>th</sup> April 2023	Head of Division	JIDE-SAMUEL O.

### 2. Business Need

Description of overall problem:

Following the ERP upgrade last year, there were outstanding customization items that were not implemented and is affecting the full functionality of the ERP application.

Description of Change Requested:

ITD is to develop and implement the outstanding requirements for the ERP upgrade

Req. ID	Requirement	Priority	Rationale
1	The system shall have the capability to send notification of payment to suppliers via email on transmission of their payments to NIBSS.	Must Have	To notify suppliers of expected payments.
2	The system shall have the capability to display Sort Code number for the IPO officer while carrying out posting	Must Have	To avoid issues with posting. The sort code is unique to the vendor, and this helps the IPO officer ensure the correct posting is done
3	The system shall have the capability to display a more holistic view of the details (Vote head debited, account receiving payment, e.tc.) of a	Must Have	To ensure that posting details are correct. The details displayed for an approving officer are not enough for the



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	transaction to the approving officer.		approving officer to carry out its function.	
4	The system shall enable selection of the Strategic Business Units (SBUs) for running stopped invoices report.	Must Have	To improve reconciliation process.	
5	The system shall allow the invoice screens display full bank details of vendors (For AP)	Must Have	To ensure full details for payments are captured.	
6	The system shall send notification of pending approvals on procurement items to approving officers.	Must Have	To ensure items with pending approvals are approved as appropriate.	
7	The system shall not allow printing of Purchase Orders before approval is obtained.	Must Have	To ensure due process is followed.	
8	The system shall have the capability to send Purchase Orders via Email to suppliers with a caption requesting their acknowledgement.	Must Have	To ensure suppliers receive the Purchase Orders promptly and for acknowledgement	
9	The system shall have the capability to automatically default PR (Purchase Requisition) and IR(Internal Requisition) sections for respective users. PR For Inventory Management Office Only. IR is for Inventory Officers who raise requisitions on behalf of the branches and department.	Must Have	To ensure that access to PR and IR is controlled	
10	The system shall resolve issues with cost disparate prices at requisition point and reconciliation point.	Must Have	To ensure the system shows the cost of an item at requisition and not the current cost	
11	The system shall resolve the workflow issue around	Must Have	To ensure that ongoing should go Head of TDO, while	



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	ongoing and completed qualification		completed should go to service center	
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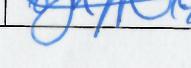
Justification/Benefit Of Proposed Change: To improve efficiency of the ERP application

3. Alternatives

Description of Risks if rejected:	Unsatisfactory ratings from users as regards unresolved requirements
Description of Possible Alternatives/ Workarounds	None

4. Requestor Sign-Off

(To be completed by Requestor/Service Centre/BRM)

Name	Office/Department	Status	Signature/ Date
Ugwuoke Kenneth	Requestor	PM	 27/04/2023
Jide-Samuel OA	Director (Requestor's Dept)	DD	 28/04/2023
EKANEMESANG, D.A	SSMD	DD	 28/04/2023
OGUAMAH I. E	BRMD	PM	 2/5/2023



### Request for Change Form

(To be completed by Change Manager/Business Analyst/Technical Team)

#### 5. Impact Analysis

Change Priority  
(High/Medium/Low)

Medium

Risk (High/Medium/Low\*)

Medium

\*High Risk: (Emergency) \*Medium Risk: (Normal) \*Low Risk: (Standard)

Change Request Magnitude  
(Major / Minor\*)

Minor

\*Minor Change - no significant impact to Budget/ Schedule / Scope (Approve by Change Manager)

\*Major Change - impact to Business; requires assessment of impact (Additional Approval by Management)

Duration

4 Months

Development Start Date

8<sup>th</sup> May 2023

Development End Date

8<sup>th</sup> Sep 2023

#### Impact Estimate:

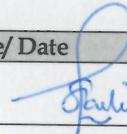
Application(s)/ Platform(s) Affected	Module/ Document/ Function Affected	Type (Tables, Forms, Reports, etc)	Activity (Actual Action to be carried out)	Description of Impact
ERP (Req 1)	Purchasing	PLSQL/Sched uler	Create PLSQL package to compose and transmit email to supplier on approval of payment invoice	Emails will be sent to suppliers on approval of invoices
ERP (Req 2)	Accounts Payable	Oracle Forms	<ul style="list-style-type: none"><li>Modify Invoice descriptive flex field by including a field for sort code</li></ul>	Users will have visibility on sort code for each supplier at the point of raising invoices
ERP (Req 3)	Accounts Payables	Approval Mgt engine(AME)	Enable balancing entity, budgeting centre and natural account fields on AME.	Users will have visibility on the vote head involved in invoice payments
ERP (Req 4)	Accounts Payables	Value sets	Include list of values for SBUs on the stopped invoices report.	User will be able to select SBUs at the point of running the stopped invoices reports.
ERP (Req 5)	Accounts Payables	Oracle Forms	Modify invoice workbench through descriptive flex-field to enable bank account details and sort code details.	Users will have visibility on bank account details for each supplier at the point of raising invoices
ERP (Req 6)	Purchasing	Java Workflow Mailer	Enable workflow mailer for POAPPRV and POERROR	Approving officers will receive email on



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				purchase orders pending approval
ERP (Req 7)	Purchasing	Value Sets	Modify PO value sets used in purchase order reports by excluding pending purchase order numbers from value sets	Would prevent users from printing PO reports on purchase orders pending approval
ERP (Req 8)	Purchasing	PLSQL/Scheduler	Create PLSQL package to compose and transmit email to supplier on approval of PO	Emails will be sent to suppliers on approval of PO
ERP (Req 9)	Purchasing	Oracle Forms	<ul style="list-style-type: none"> <li>Replicate requisition form for internal requisition</li> <li>Personalize existing and replicated form to default to purchase requisition and internal requisition respectively.</li> </ul>	Two requisition forms will be available to users. One for internal requisition and the other for purchase requisition.
ERP (Req 10)	Purchasing	PLSQL	Clear all obsolete items from inventory. In order to ensure that item prices reflect the current item price.	Prevent disparity between requisition price and invoice payment price of items.
ERP (Req 11)	HRMS	Approval Management Engine, SQL	<ul style="list-style-type: none"> <li>Create two Qualification status (completed &amp; ongoing)</li> <li>Create 'first-responder-parallel' action type</li> <li>Modify workflow approval rules for additional qualifications</li> </ul>	Modification will provide different workflows for ongoing and completed additional qualifications

(Head of Office: Impact Analysis Endorsement)

Name	Position	Signature/ Date
ISAH Samuels	Head ISS	 Pauli 28 April 2023

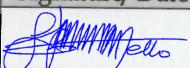
### 7. Attachments

(List any attachments to be included)

### 8. Approvals

Change Request No:		Category (Defect, Enhancement)		Status: (Approved, Rejected, Deferred)	

(Final Approval is by ITD Change Advisory Board)

Name	Position	Signature/ Date
Bello, Emmanuel Itopa	CAB Chairperson	 Bello 09 May 2023

# IT RISK & COMPLIANCE MANAGEMENT OFFICE

## TECHNOLOGY CHANGE RISK & IMPACT ANALYSIS



RFC Ref. No.: 2023/CRQ/CON/ERP/ITD/002

### Request Title: ERP UPGRADE OUTSTANDING CUSTOMIZATION

**Impact Analysis:** This change will impact on the account payables module, purchasing module and HRMS module of ERP. On the Oracle ERP database, a new PLSQL package will be created that will send email notifications to suppliers once their invoice has been approved. The additional modifications will be made to the front end of the Accounts Payable module and the approval management engine of the HR module to enhance user visibility and ensure a better utilization of the ERP application.

**Risk Analysis:** The implementation will have no transactional impact within ERP and no downtime is envisaged during the change implementation. However, as this change request contains multiple upgrades to different modules within ERP, **it is recommended to group the changes in batches and implement them in stages to ensure proper execution.** Based on this, as well as the risk assessment matrix below, the associated risk is assessed to be **MEDIUM**.

IT CHANGE REQUEST RISK ASSESSMENT			
Assessed by:	ABUBAKAR, AISHA MUJIBA		
Reviewed by:	NDEOKWELU NSUHORIDEM		
Date:	3 <sup>RD</sup> MAY 2023	<b>Risk Score</b>	
Risk Rating Criteria:	Low = Less than 32		
	Medium = 32, less or equal to 48	<input checked="" type="checkbox"/>	
	High = Greater than 48		

S/No	Question	Response	Score
1	How many teams within the IT department are involved in implementing the change?	AMD, OMD, BRM, SSMD	8
2	Has this type of change been attempted before, and with what degree of success?	YES, 100% SUCCESSFUL	2
3	How extensively has the change been tested and what evidence exists to back this up?	UNTESTED	10
4	Is a service outage required to put the change into effect, if so for how long?	NO OUTAGE	2
5	If the change fails, what's the length of any service outage to reverse (back out) the change?	NO OUTAGE	2
6	How many applications are involved?	1- ORACLE ERP	2

# IT RISK & COMPLIANCE MANAGEMENT OFFICE

## TECHNOLOGY CHANGE RISK & IMPACT ANALYSIS



S/No	Question	Response	Score
7	How many SBUs would be impacted by this change (INTERNAL)?	FND, HRD, PSSD	6
8	How many external Stakeholders would be impacted by this change?	NONE	2
TOTAL			34

### SIGN-OFFS:

	SIGNATURE	DATE
Head, IT Risk & Compliance Management Office:		03 May 2023