

## CA-1404704: Fieldglass Over-the-Budget Invoice Request

### Control Description

**CA-1404704:** Fieldglass is configured to reject any Invoice (fee request) submitted for either Statement of Work or Work Orders that causes the total amount paid to exceed the approved budget

### Additional Description

1) Fieldglass is a web-based application that helps facilitate the contingent worker engagement process from start to finish. Statement of Work is used for approved AIG projects and there is an approved maximum budget established in Fieldglass. The Work Orders are used for contract labor and there is an approved committed spend established in Fieldglass.

2) This test examines the configuration of Fieldglass that supports the rejection of invoices that cause an overrun budget

**Application:** Fieldglass

**Walk Through:** 12/12/2017

**Attendees:** (Business) Timothy Goode (PWC) Michelle Sygulski (AARM) Matt Baronitis (FCU) Jasmin Mathew, Allen Lum, Padmaraj Gogi, Hoang Nguyen

**TS-A :** Determine the type of the system function: a) standard b) customized c) query (with ITGC) d) ad-hoc query (without ITGC) e) other

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**TS-B :** Determine that Fieldglass is configured to reject any Invoice (fee request) submitted for either Statement of Work or Work Orders that causes the total amount paid to exceed the approved budget

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**TS-C :** Determine the controls designed to assess the reliability of the key report (i.e., accuracy, completeness and reliability)

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No relevant exceptions noted.

**TS-A :** Determine the type of the function/calculation: a) standard b) customized c) query (with ITGC) d) ad-hoc query (without ITGC) e) other ==> b) This is a standard interface

**TS-A.01:** FCU observed that Fieldglass is a vendor package from SAP.

**TS-A.02:** FCU observed that SAP at AIG is submitted to "Service Now" change management

**TS-A.03:** FCU concluded that SAP is subject to IT Change Management control

**TS-C :** Determine the controls designed to assess the reliability of the function/calculation (i.e., accuracy, completeness and reliability).

**TS-C.01:** Determine whether there is an initial user acceptance testing.

FCU was not able to obtain the initial user acceptance testing, since this function was built before 2017.

**TS-C.02:** Determine whether there is an ongoing user acceptance testing

Yes. Since the system is subject to IT change management (TS-A.03), all changes to the function must go through the user acceptance testing phase.

**TS-B** : Determine that Fieldglass is configured to reject any Invoice (fee request) submitted for either Statement of Work or Work Orders that causes the total amount paid to exceed the approved budget

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**TS-B.01:** FCU get confirmation that the rejection of an over-the-budget request is a built-in function of Fieldglass. AIG does not have the capability to make change to this function

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**TS-B.02:** (pg. 4) FCU get confirmation that the procedure is to create a Work Order revision (same process as for creating a new Work Order. This is illustrated by an email on 2017-11-13, when the "budget overrun" incident happened

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**TS-B.03:** (pg. 5) FCU observed from the screen shot of the timesheet that could cause a budget overrun: (a) Fieldglass offered no option to approve/submit the time sheet (b) Fieldglass displayed a message to explain the cause of the error. The user was invited to create a Work Order revision - as defined in the standard procedure.

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FCU conclude that Fieldglass workflow is appropriately configured to ensure that a request cannot be submitted to cause a budget overrun.

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**From:** Goode, Timothy  
**Sent:** Monday, November 13, 2017 10:47 AM  
**To:** Johnson, Brian <Brian.Johnson1@aig.com>  
**Cc:** Van Schaack, Regina <Regina.Van.Schaack@aig.com>; Jackson, Chris <Chris.Jackson@aig.com>; Foley, Liz <Liz.Foley@aig.com>; CRM Shared Services <CRMSharedServices@aig.com>  
**Subject:** RE: Fieldglass timesheet message

CRM, please assist, the worker Vanessa Cartwright ran out of funds and requires a work order revision.

Thank you,

Tim

Procedure to follow  
when the request will  
cause the budget to be  
overrun

**From:** Johnson, Brian  
**Sent:** Monday, November 13, 2017 10:46 AM  
**To:** Goode, Timothy  
**Cc:** Van Schaack, Regina; Jackson, Chris; Foley, Liz  
**Subject:** RE: Fieldglass timesheet message

Good morning Tim,  
Would you be able to provide Chris assistance in fieldglass? Thank you in advance for your help.

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**Brian Johnson**  
Finance Operations | AIG  
Tel: +1 817 490 7106 | Cell +1 646 629 0243

**From:** Jackson, Chris  
**Sent:** Monday, November 13, 2017 9:59 AM  
**To:** Foley, Liz; Johnson, Brian  
**Cc:** Van Schaack, Regina  
**Subject:** Fieldglass timesheet message

I received the following message when trying to approve one of my contingent worker's timesheets and I have never seen this before. Please advise:

11/11/2017 0 CSPTS01234329 Cartwright, V US - South E 11/12/2017 10.25 0 9 8 9 9.25 0 45.5 671.64 USD

**Time Sheet** CSPTS01234329 **Timesheet**

Period: 11/06/2017 to 11/12/2017 Status: Pending Approval Next Step: Approve Worker: Cartwright, Vanessa CSPWK00031410

Job Posting: (US)-Processing Clerk Associate CSPJP00032777 Supplier: HireGenics, Inc. (HGN2)

**Reject** **View Budget** **a) Fieldglass offers no option to approve this timesheet**

**!** This Time Sheet cannot be approved because the Committed Spend for this Worker will be exceeded. A Work Order Revision must be created by the Buyer and confirmed by the Supplier.

**Time Worked**

Day	11/06 Mon	11/07 Tue	11/08 Wed	11/09 Thu	11/10 Fri	11/11 Sat	11/12 Sun	Total
<b>Billable</b>								
088006904030 - Acctg Admin Oprtns (088006904030) - Billable - 7712450110 - Prof Service Fee-Temporary Staff-External (7712450110)								
ST /Hr	10.25	-	9.00	8.00	9.00	3.75	-	40.00
OT /Hr	-	-	-	-	-	5.50	-	5.50
<b>Total</b>	10.25	0.00	9.00	8.00	9.00	9.25	0.00	45.50

**b) Error Message when the budget is exceeded:**  
A new Work Order must be created in order to address the issue

**Chris Jackson**  
**AIG Life Controllershship**

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