CA-1404461: Fieldglass Worklow

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Control Description

CA-1404461: Fieldglass workflow is configured to ensure payments to suppliers for services rendered are accurate based on approved fee requests workflow and approved budget established in the system.

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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 creation and approval of Work Order, Tinesheet, Invoice and Statement of Work

Application: Fieldglass

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Walk Through: 12/12/2017 (pp. 2 -20)

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

Pg. 2

TS-B: Determine that Fieldglass workflow is configured to ensure payments to suppliers for services rendered are accurate based on approved fee requests workflow and approved budget established in the system

Pg. 3

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

Pg. 2

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.

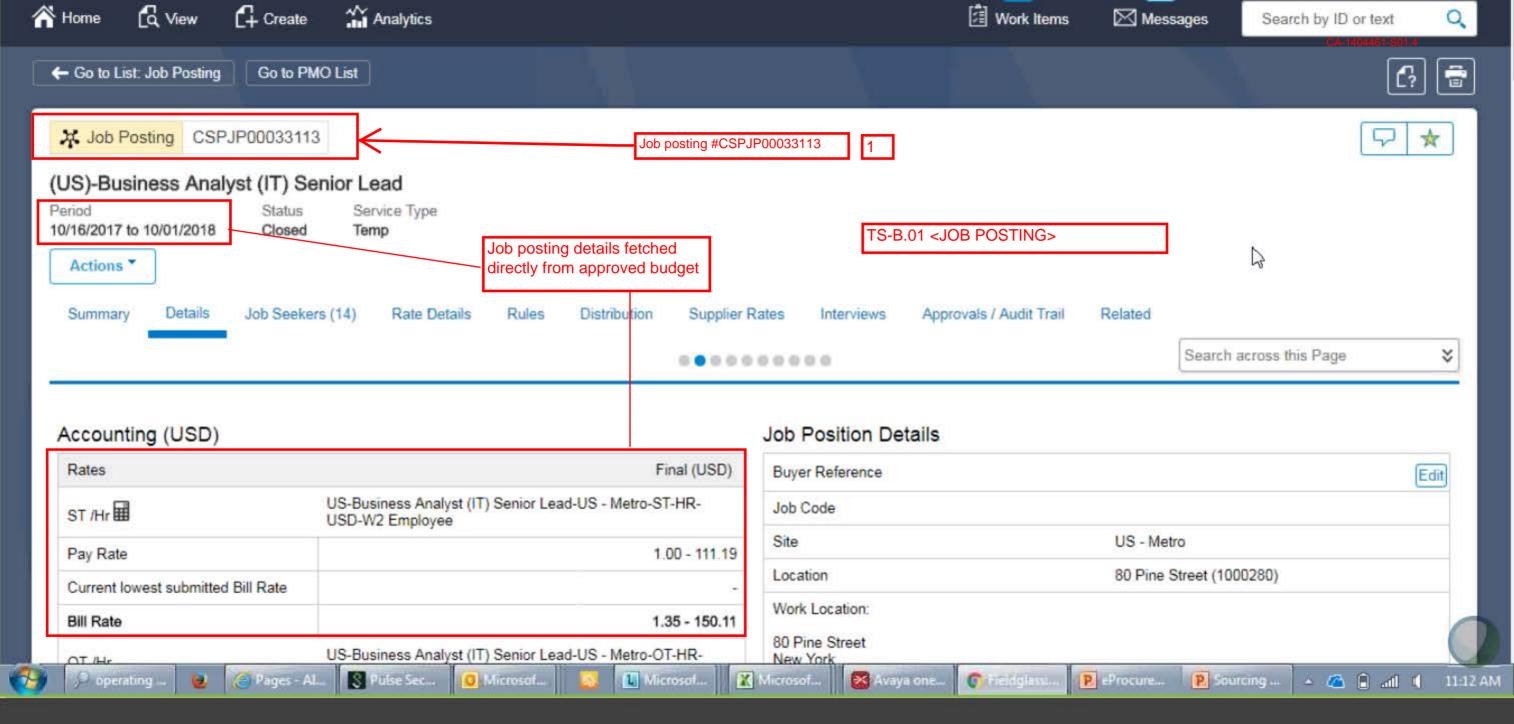
TS-C.02: Determine whether there is an ongoing user acceptance testing

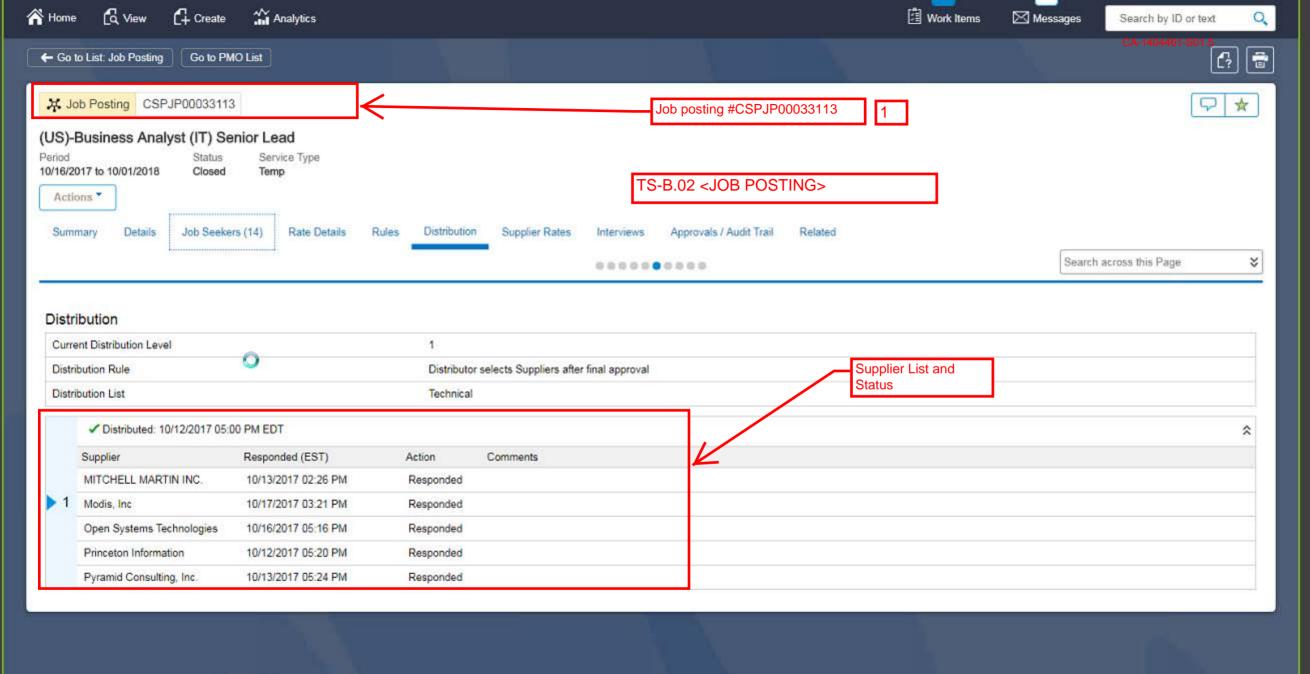
Yes. Since the system is subject to IT change management (TS-A.03), all changes to the function must go through the user acceptance testing phase.

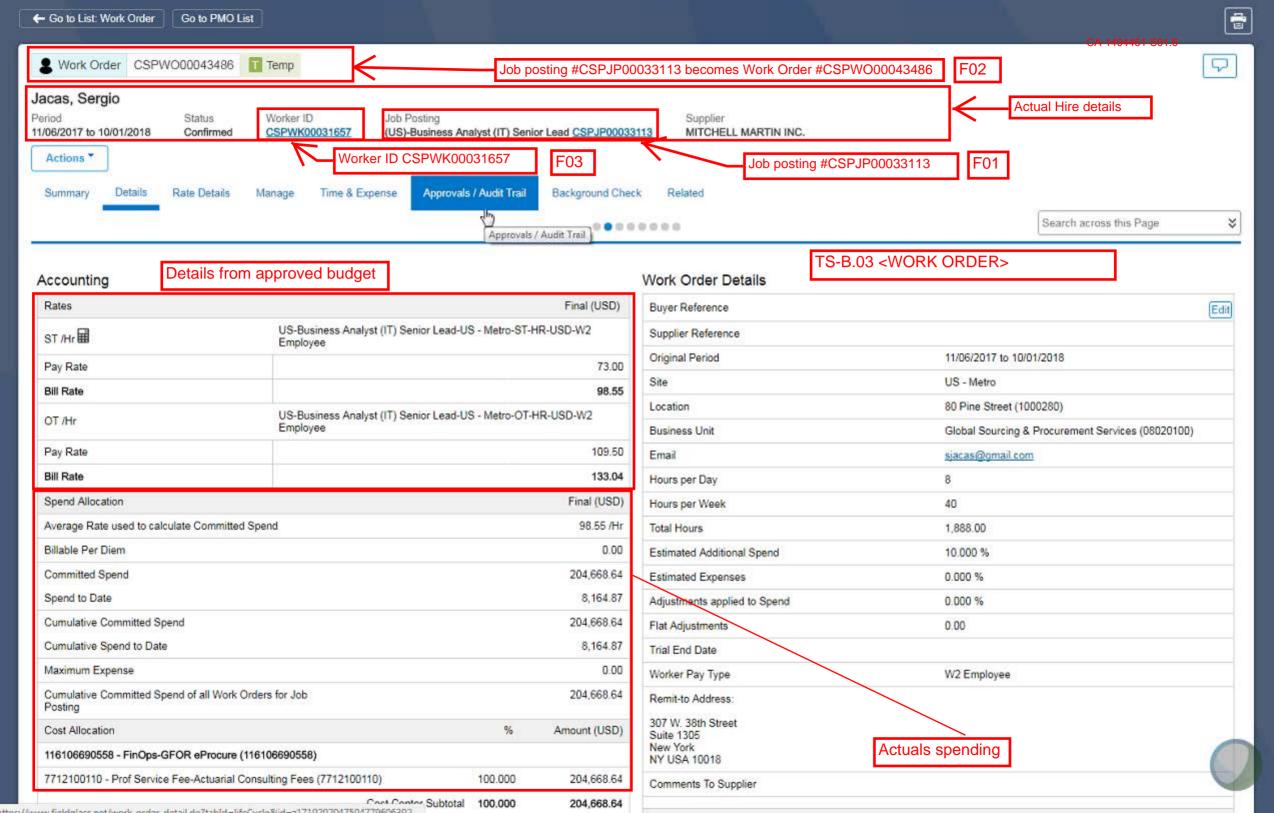
- **TS-B**: Determine that Fieldglass workflow is configured to ensure payments to suppliers for services rendered are accurate based on approved fee requests workflow and approved budget established in the system
- **TS-B.01**: (pg. 4) <JOB POSTING> FCU observed Business showing a recent job posting (F01). The details on the job description and pay rate were fetched directly from Budget
- **TS-B.02**: (pg. 5) <JOB POSTING> FCU observed the previous posting with the posting status (vendor response). The linkage is the job posting ID (F01)
- **TS-B.03**: (pg. 6, 7) <WORK ORDER> FCU observed that once the job was filled, a work order (F02) was created from the job posting with additional information: (a) worker (F03) details (b) actual spending on budget (c) job posting details
- **TS-B.04**: (pg. 8) <APPROVAL> FCU observed that there is a defined approval flow for the work order (F02); (pg. 9. 10) Approver is defined with approval limit and supervisor
- **TS-B.05**: (pg. 11) <TIME SHEET> FCU observed that for each worker (F03) there is a history of worksheets submission with reference to job posting (F01), work order (F02), time sheet (F04); In pg 12, a "good" time sheet can be approved (a time sheet that causes budget overrun will not be offered this function)
- **TS-B.06**: (pg. 13) <INVOICE> FCU observed that an invoice (F06) is linked to a time sheet (F04), worker (F03), job posting (F01) wit the invoiced amount (F05) calculated from the time sheet); that the invoice is approved and paid.

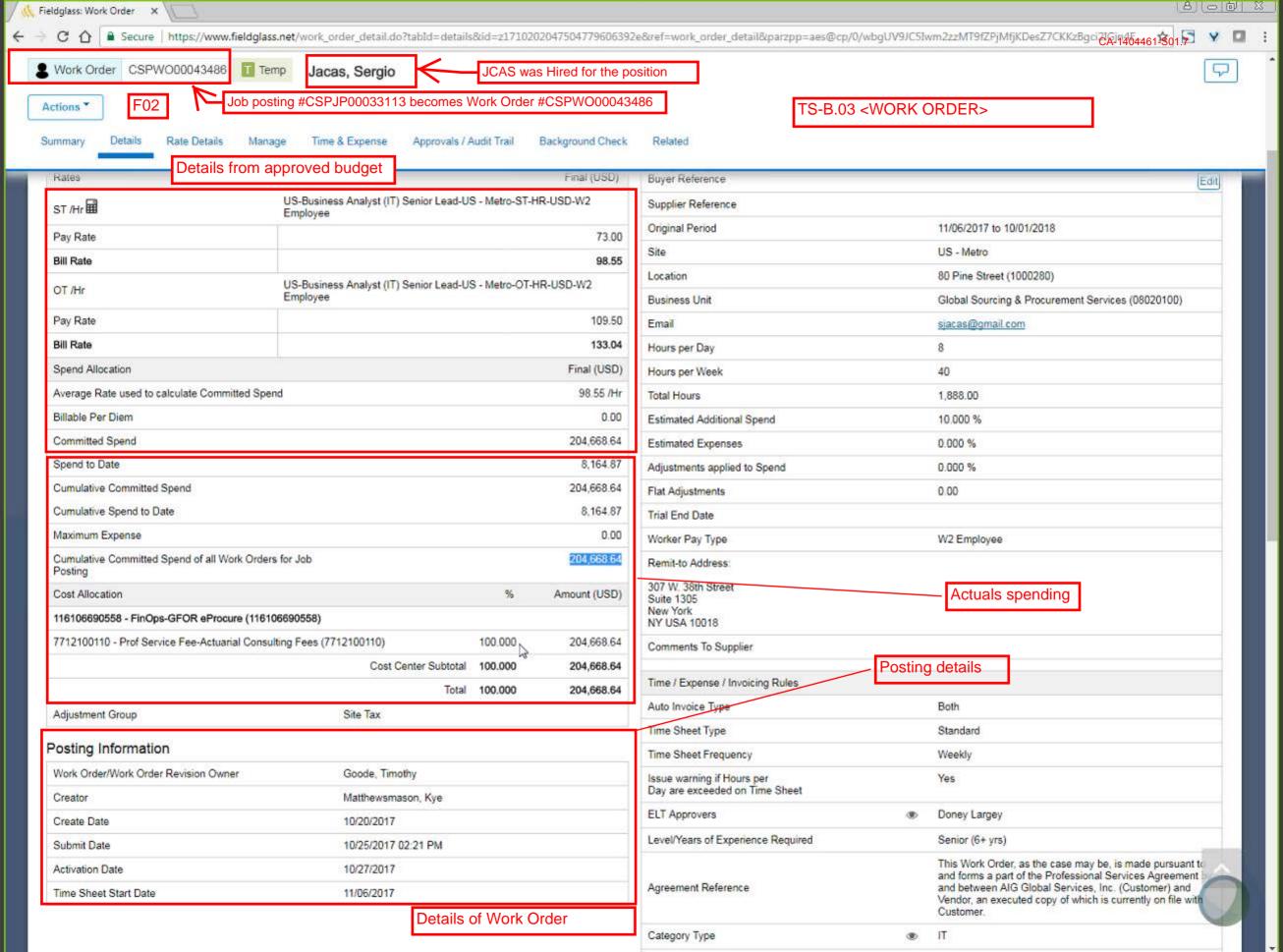
== FIELDGLASS RULES =====

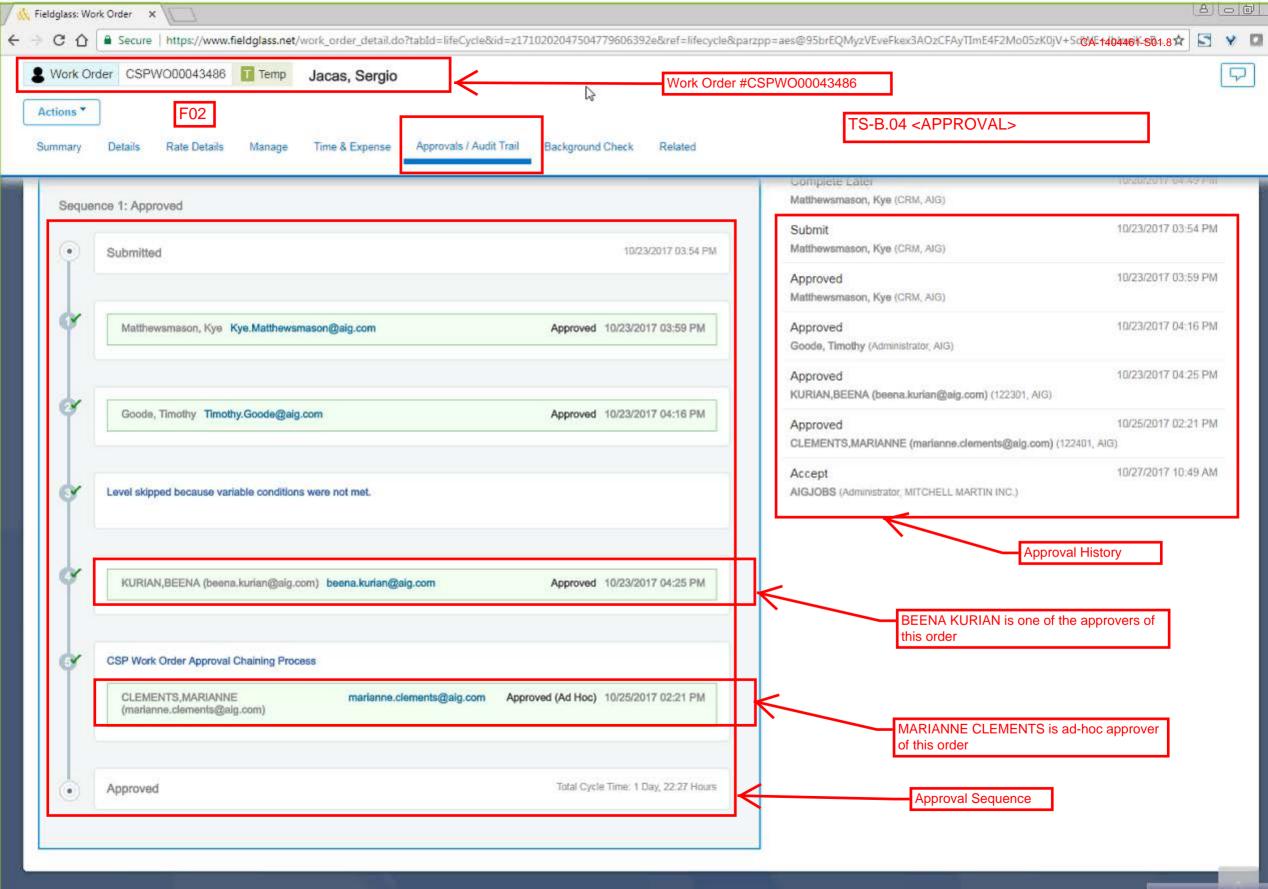
- **TS-B.07**: (pg. 14) <JOB POSTING RULE> FCU observed that this rule is part of the "Approval Rule" (pg. 15) there is no restriction on the job posting creator; that the supervisor be notified when created; (pg. 16) that the supervisor is determined from WDS. FCU verified that the supervisor of Marianne in Fieldglass (pg. 17) is the same as in AIG Contact (pg. 18).
- **TS-B.08**: (pg. 19) <WORK ORDER APPROVAL RULE> FCU observed that (a) the creator of the job posting must be different from the creator of the work order; (b) the work order must be approved by the work order creator's supervisor; (c) the Ad-hoc approver is predefined in the Work Order Chain approval
- **TS-B.09**: (pg. 20) <WORK ORDER REQUEST APPROVAL RULE> FCU observed that this rule is configured similarly to <WORK ORDER APPROVAL RULE>
- **TS-B.10**: (pg. 21) <USD TIME SHEET APPROVAL> FCU observed that the time sheet can only be approved by the worker's supervisor
- **TS-B.11**: (pg. 22) <USD EXPENSE SHEET APPROVAL> FCU observed that the expense can only be approved by the worker's supervisor
- **TS-B.12**: (pg. 23) <USD CREDIT/DEBIT MEMO APPROVAL> FCU observed that the memo can only be approved by the worker's supervisor
- FCU conclude that Fieldglass workflow is appropriately <u>configured</u> to ensure that a job posting must come from a budget; a work order is linked to a job posting; a defined approval flow for the work order; a time sheet is cross referenced with the job posting; an invoice is created from an approved timesheet

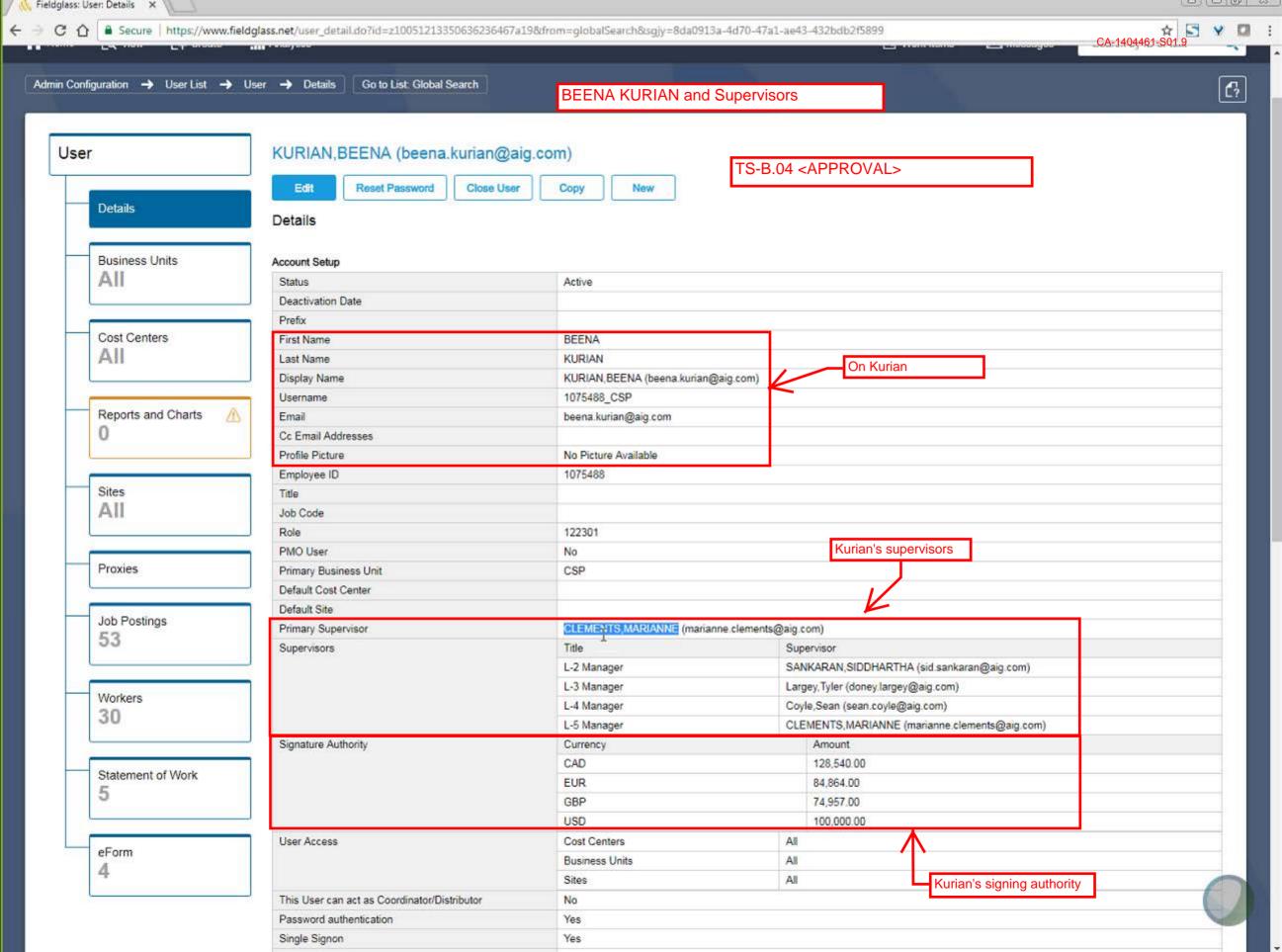


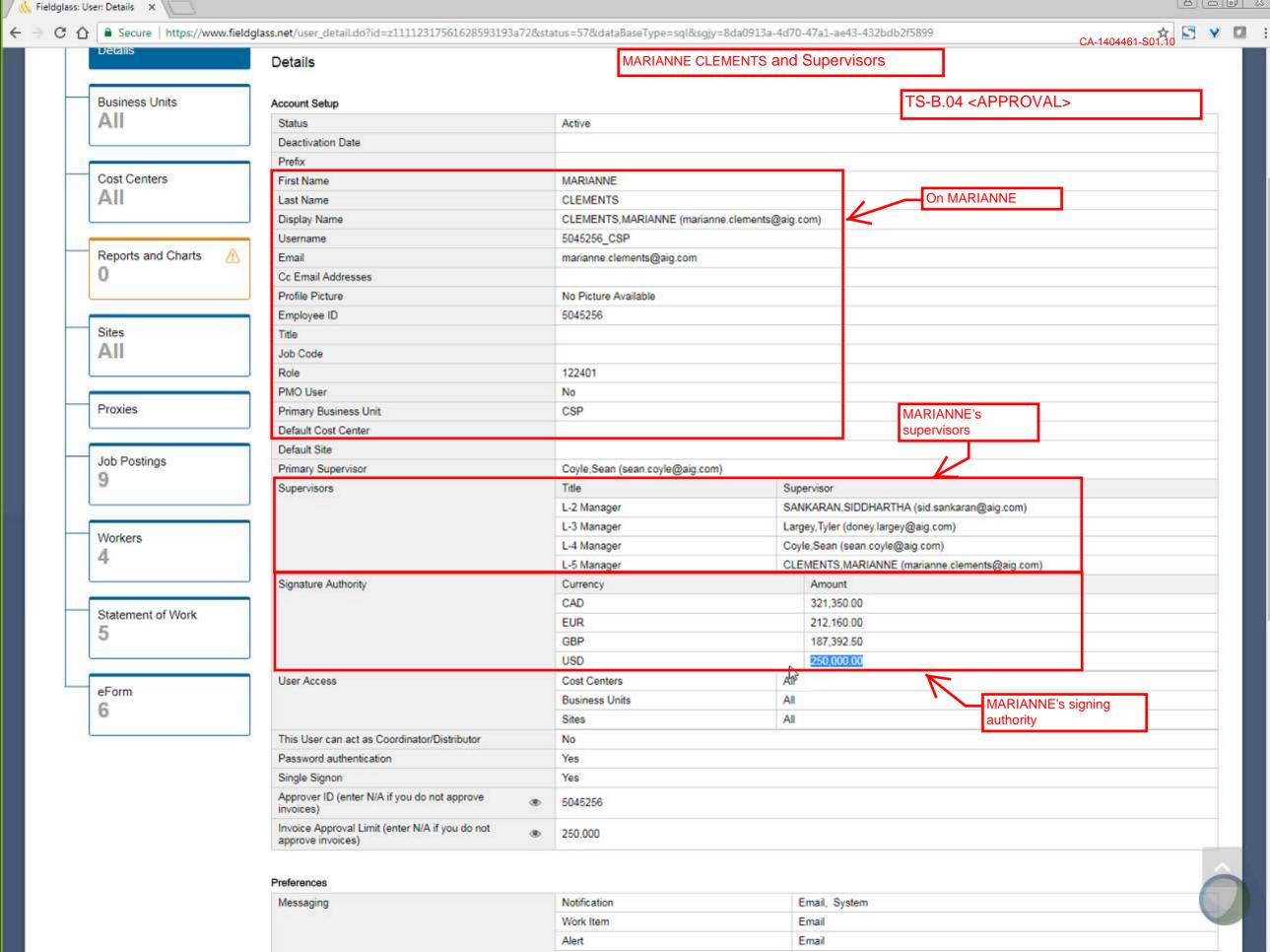


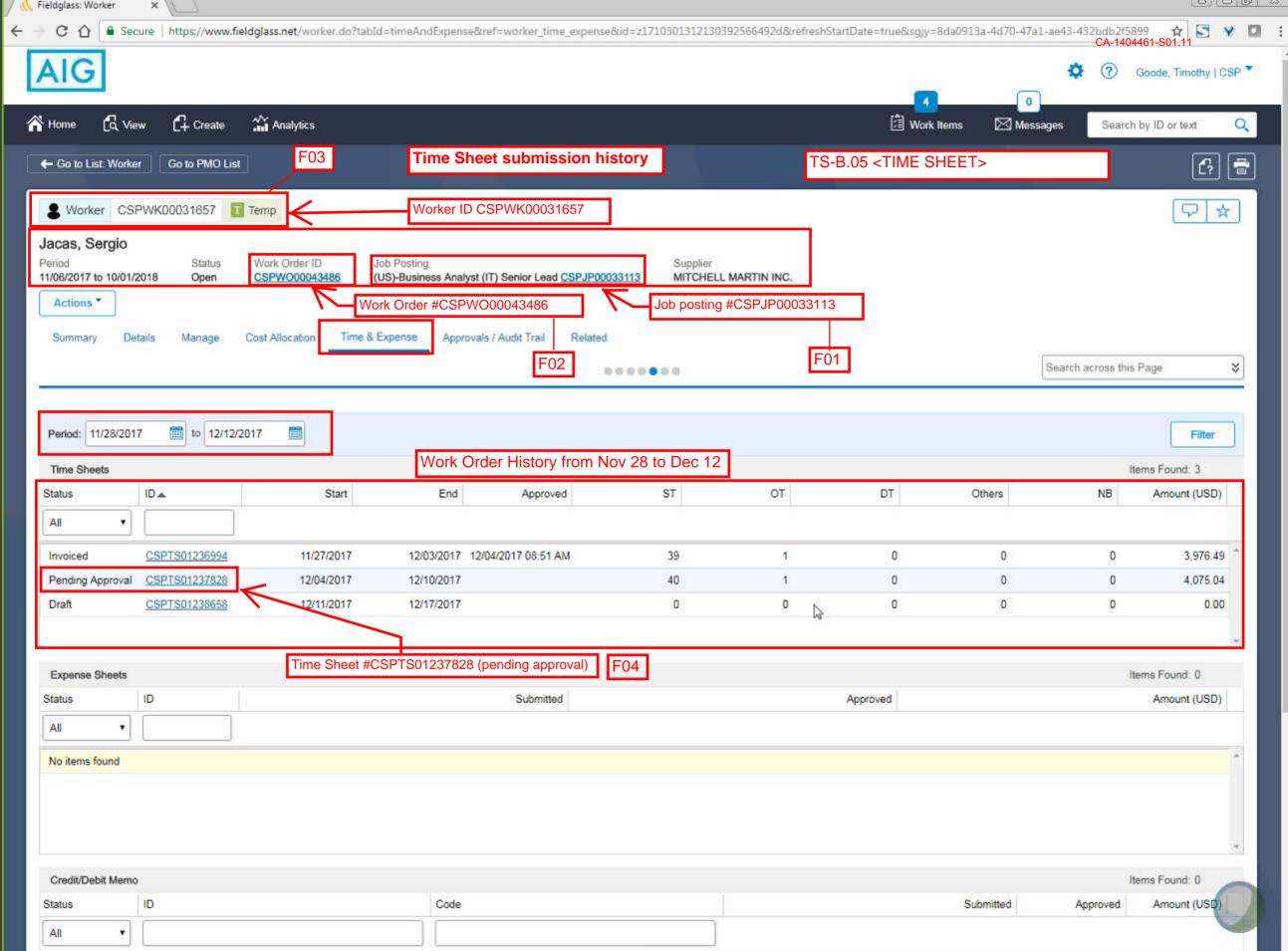


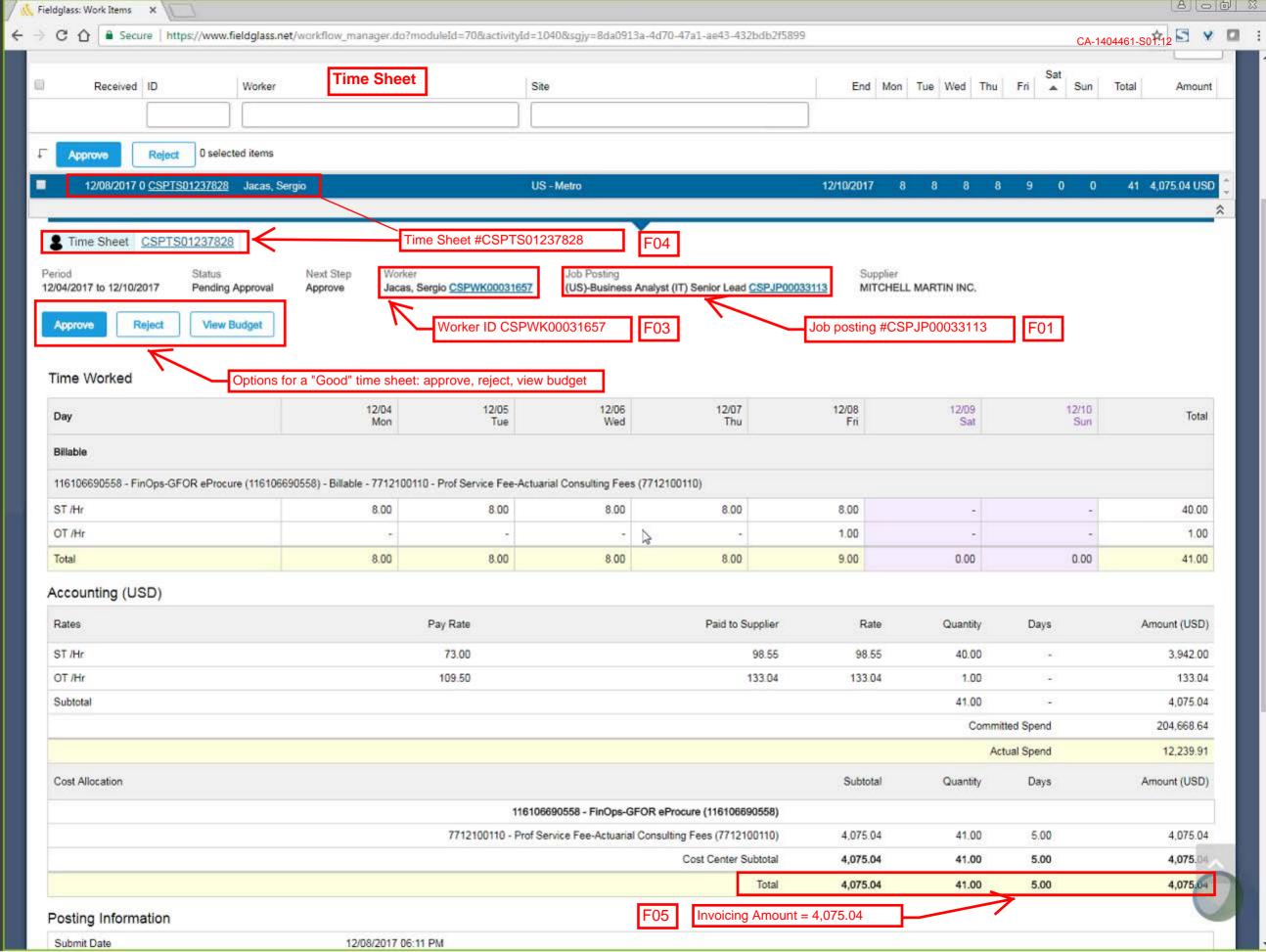


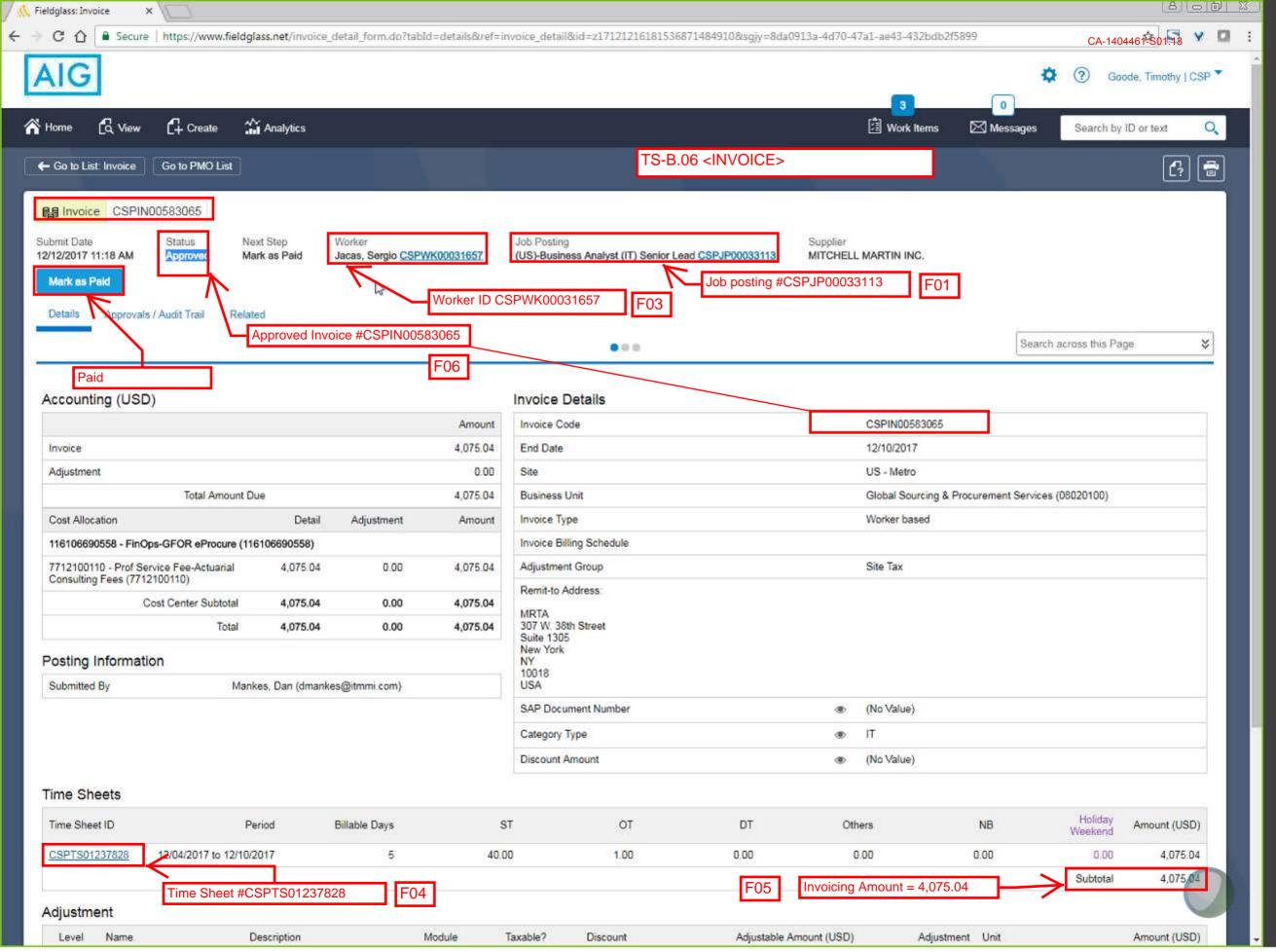


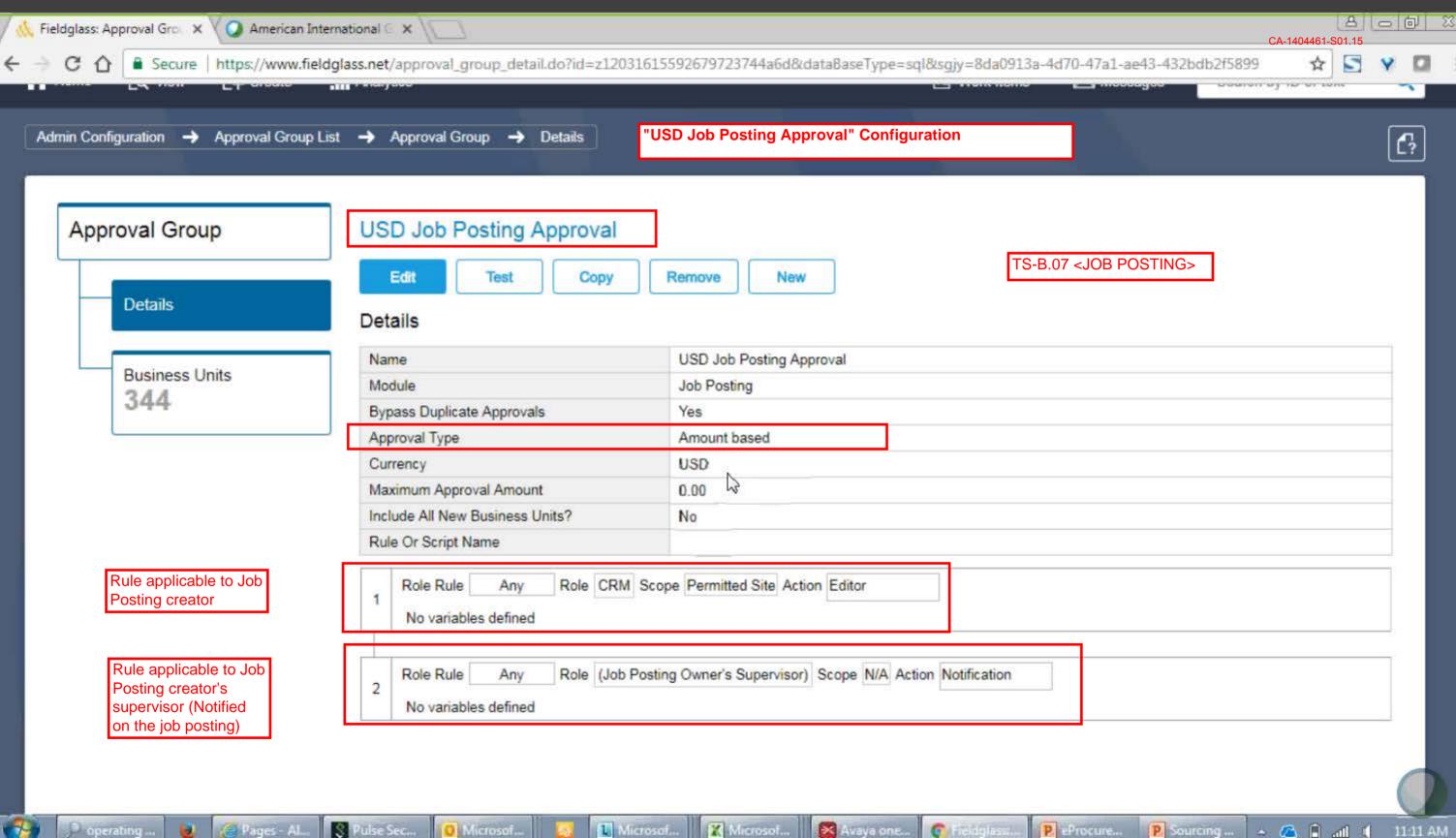


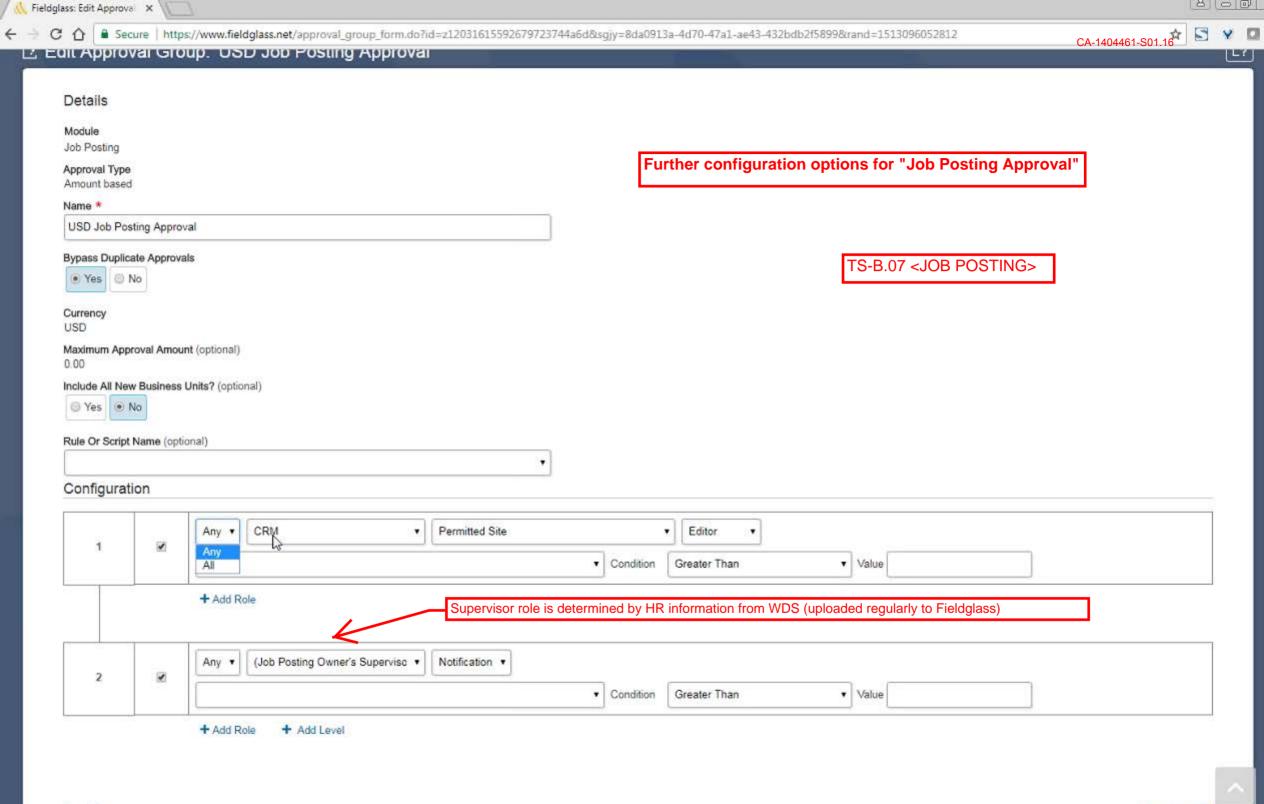




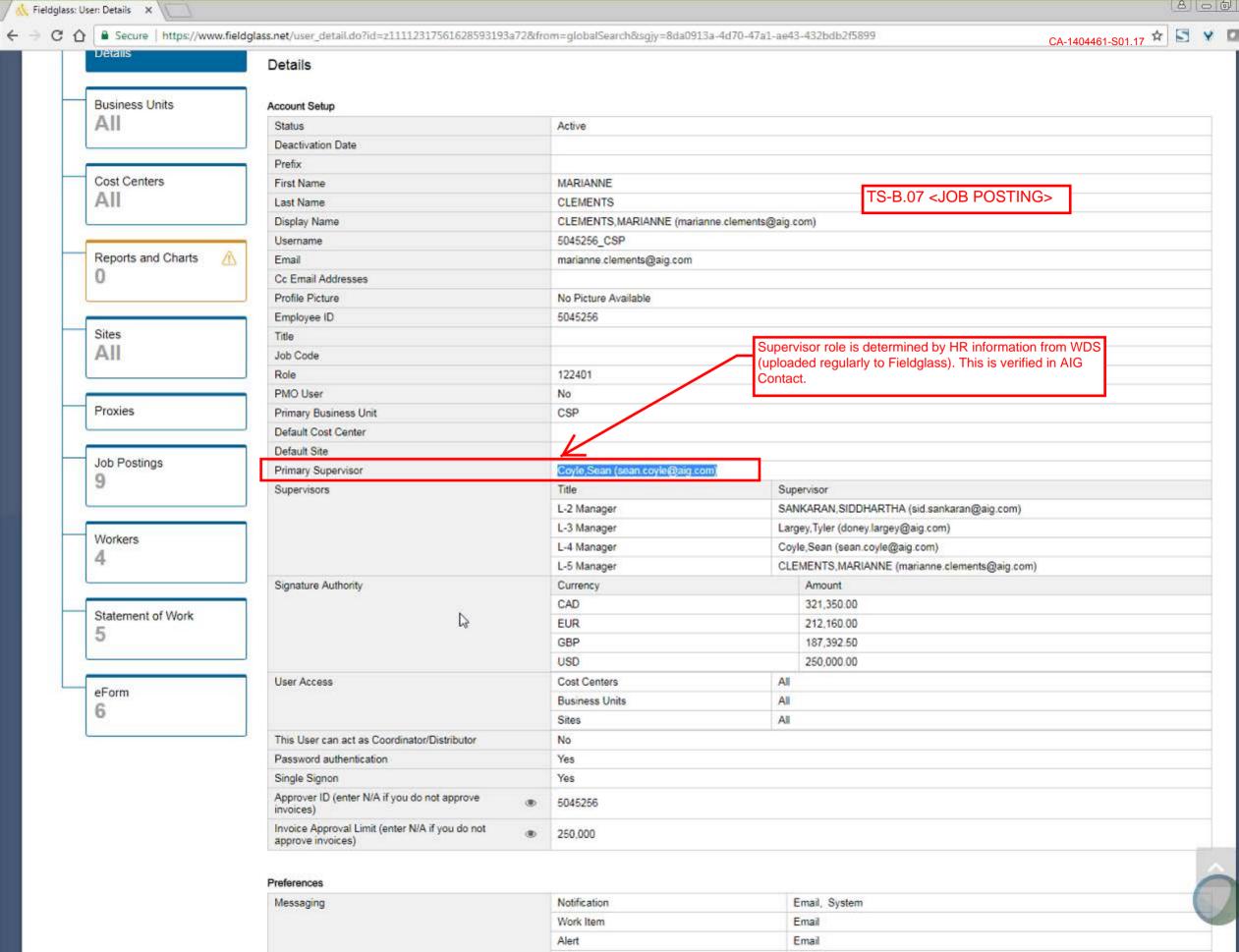








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TS-B.07 < JOB POSTING>

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