

Issue #:

IS-001402

Issue Name:

Two Excel tools used by the Retirement Strategy Controllers team for performing monthly and quarterly reinsurance settlement activities between Prudential Insurance Company of America (PICA) and Prisma Life Reinsurance, LTD (Prisma Re) were not identified and inventoried as End User Computing Solutions (EUCS).

Root Cause Explanation:

The root cause can be attributed to the fact that the monthly and quarterly settlement processes with Prisma Re are new and there was a lack of an understanding that the Excel tools created to perform this process fall under the definition of an EUCS.

Issue Rating:

Low Repeat Issue: No

Status: Open Issue Target Date: 04/30/2024

Operating Division:

Corporate Groups

Risk Category:

9. Information Technology

Risk Sub-Category:

9.6 End User Computing Solution Errors

Root Cause Category:

People