Meeting Summary
Functional Area: Business Intelligence – Audit and Fraud

Meeting: Orientation and beginning discussion
Date: March 26, 2008, 10:00 a.m.

Location: 133

Meeting called by: Linda Ford

Attendees:
Linda Ford, Judy Vesely, Greg Hopper, Rena Hussey, Stephen Nutter, Tammy West, Minni Powell

Preparation for meeting:

None. This was the first meeting for the External Audit area of Business Intelligence.

Session Goals and Objectives:

1. Orientation to CSI and Business Intelligence
2. Begin discussion on External Audit processes and requirements

Summary:

Linda opened the session with an overview of CSI and Business Intelligence. Judy then provided a description of the Iconix process and what we need to gather from the group. To get the group to a starting point, the group read over the use case Audit Tax Return which was written in Tax Processing and invokes BI to create a queue for the Tax Auditor to begin working on.

The group then discussed various implementations of business intelligence and what it can do for External Audit. Much discussion occurred concerning defining a queue or multiple queues and various criteria used to select audit candidates. Through this discussion, it was determined that there are several sets of criteria that Compliance Services wants to use to select a candidate for audit and that can criteria vary significantly, depending upon the type of product or license that the customer (carrier) holds.

Additional conversation was held regarding the need for a manual method of selecting audit candidates, an automated method of selecting audit candidates, a hybrid of both of these, and a method for allowing the work centers who process the tax reports to suggest candidates for audit. The process scenario for each of these options has not yet been defined.

The group identified six processes during the session:

- Create Automated IRP/IFTA Audit Candidate Queue
- Create Fuels Tax Candidate Queue
- Create Rental Tax Candidate Queue
- Create UCR Candidate Queue
- Manually Add To Audit Queue
- Create Auditor Working Queue
- Refine IRP/IFTA Audit Candidate Queue

The group began with Create Automated IRP/IFTA Audit Candidate Queue. A scenario was written for this use case and some requirements were captured. In addition a domain item, named “IRP/IFTA Audit Candidate Queue” was created and several attributes (desired data elements) were documented.

Potential Process Improvements and Discussion:

- None

The session ended at 3:25.

Plans for Next Workshop:

Further develop the scenarios for the queues and gather requirements for each. Drill down into the Audit Tax Return scenario to examine the functionality that BI needs to provide to complete the process.

Homework for Next Workshop:

- Read over the documentation from last week's session and be prepared to discuss in the next session.
- Examine the IRP and IFTA Agreements to obtain audit criteria.
- Consider your BI needs to perform audits and bring along any pertinent information.