

The Perfect ERP Project?

TAKE THE ESCALATOR TO THE 3RD FLOOR, NEXT TO THE UNICORNS!

We were shocked that many IT Professionals have never been on a successful ERP project. At a recent SAP conference, we randomly asked attendees with 5 years or more ERP and IT experience, had they ever been on a successful project? We were amazed very few professionals had been on a project that they considered a complete success.

The answers we heard were, "Yes, we were on-time and on-budget, but the business didn't get all of what they were promised." Others said the project was delayed so many times before it was finally implemented that they just wanted to get it over with.

How do you deliver the "perfect ERP project?"

Stephen R. Covey wrote extensively about three components to achieve success in the 21st century: toolset, skillset and mindset.

Traditional Waterfall and Agile projects have extensive methodologies, the toolset. Companies commit their best and brightest to these projects, which is the skill set. So what is the secret formula that brings together the three pillars of a successful project? We subscribe to the mindset, the right belief and behavior. Without that, no project will be truly successful.

"Magical" is the word that comes to mind when I think of the most successful projects. Not all of my projects fall into this category; some characteristics were common to the memorable ones:

- The business got what they wanted and needed.
- The project was **realistically** planned and budgeted.
- The teams were committed and believed they could achieve the goals.

These unique projects had many common attributes, but one common theme was emphasized from the beginning of each: we all worked together as a team.

A maxim that we've adopted for many years, "What starts well, ends well!" captures this mindset perfectly. Project kick-off meetings should include an underlying theme that it will be critical that during the project, various workshops will be delivered and that these workshops will drive the right communication, behavior, expectations, and beliefs.

These workshops address many of the successful tenets that are critical to overall project success, but emphasize two key areas: communication and belief - which will drive desired behaviors.

The importance of open and constructive communication is vital to the team's success. Would a Pro Bowl quarterback expect one of the players in the huddle to say, "Hey, that's not gonna work!" and not have them provide a reason why, as well as an alternative?



More importantly, everyone in the huddle needs to believe that the play will work.

To achieve breakthrough in project results requires all team members to share the same mindset and belief in successful outcomes. Aligning the communication, behavior, and beliefs at the outset of the project is the best and least costly time to perform these activities.

How are your projects coming along? To find out how we, Titan's Advisory Services, can help your project teams pursue the perfect project, contact Warren Norris, warren@titanconsulting.net, 972.679.5183. Or, contact your Titan Consulting Director. You can see additional information on our Advisory Services page at www.titanconsulting.net.

- Warren Norris

An increasing number of companies are caught off guard by cyber-attacks and security breaches because they do not have effective measures in place to prevent them. **This oversight can lead to financial devastation, loss of jobs and more.**

User access is the primary culprit of such breaches - including inside jobs. By integrating technology like SAP solutions for Governance, Risks and Compliance (GRC), you not only reduce risks, you also create transparency in a way that saves time and money. SAP solutions for GRC automate your access governance activities in order to prevent work redundancy and reduce the manual effort needed to generate reports. It is important for a company to reach its security goals in the most productive and efficient way possible. To achieve increased productivity, one must first have clarity to understand what adjustments need to be made.

Implementing Segregation of Duties (SODs), setting user authorization with SAP Access Control, and monitoring user activity are some of the ways GRC puts you in the driver's seat. These solutions give you continuous insight into your company's workflow and how well its valuables are being protected.

Optimizing Performance: Who's Doing What and Why It Matters to Your Business

The design of your employees' business processes is only the beginning. Experts stress the importance of implementing Segregation of Duties within a company, as it is the primary defense against internal fraud and has the greatest opportunity to create a productive environment. Integrating these strategic measures will minimize the opportunity for fraud and create transparency. **SAP's GRC solution can automatically audit your user profiles and flag all violations of your SOD policies.**

An example of typical segregation of duties would be to not allow the same person to create a vendor master record, a purchase requisition and order, and a goods receipt, as these activities would cause a payment to be made to the vendor. A fraudulent vendor with the employee's name and address equals big bucks stolen from your company!

But SODs can be difficult for a small to mid-size businesses to achieve due to the lack of resources and manpower available. The concept of

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Protect Your Data 3 Tips to Securing Company Issued Mobile Devices

It doesn't matter whether the device is employee or company-owned, hackers want your personal and business information. Hackers are becoming more sophisticated and creative in the game of accessing your device. According to a CNBC report, "Over a billion personal data records were compromised by cyber attacks in 2014."

Do these three things to help prevent loss and theft of personal and company data.

❶ **Use Device Locks:** This is the first line of defense for the business, IT, and users.



Not all devices have the same level of prevention and can be susceptible to a greater risk of theft or compromise. This is a good reason why companies should buy devices for employees so that they can control the level of security and prevention used on a device.

At a minimum, for users carrying company information, ensure their devices meet a minimum enterprise level standard of security.

❷ **Remote Data Wipes:** Inevitably, a device will be stolen, compromised or lost.

Remotely wiping the device can prevent future use of company data and personal information. However, prudence and common sense must prevail as work and business life overlap on time and mobile devices.

Some things to consider:

- Is the device a condition of the work arrangement?
- Does a policy exist on the consent, procedures and use of the device?
- What procedures exist to identify and prevent evasive techniques?

❸ **Mobile Location and Tracking:** This is relevant from a security of data and personal privacy.

This is another fine line balancing privacy, security and business. Any junior NCIS agent can tell you an iPhone is a mobile recording device. It tracks user's whereabouts, good or bad. I recall a story, one of the company employees was not at the sales meeting; he was traced by his phone to the race track! Alternatively, if you have ever left your phone in the taxi or airplane, use the tracking features to recover the device.

We want to thank our friends at Entrepreneur.com and TechTarget.com for sharing content used to help our customers make better decisions with their mobile devices.

S/4 HANA FAQ

What is S/4 HANA?

FREQUENTLY ASKED QUESTIONS ON S/4 HANA!

FAQs are a great way to get a sense of what the market is perceiving of SAP's new generation of ERP. After talking with some of our customers and listening to the buzz in the user community, we wanted to share some of these questions and answers with you!

What is S/4 HANA?

S/4 HANA is SAP's next generation business suite built upon SAP's in-memory HANA database platform. In classic SAP fashion, S/4 follows R/3, plain and simple. You will find official renditions that S/4 HANA represents SAP Business Suite 4 HANA.

While many interpretations exist, the 'S' stands for the platform release. The '4' represents the 4th generation of SAP's enterprise software i.e. R/1, R/2, R/3 and now S/4.

You will hear some say that the 'S' stands for simple, but that is more of a marketing tag line. Hopefully, SAP's attorneys would not suggest a label. For anyone that knows, implementing enterprise software is anything but simple.

What versions of S/4 HANA are available today?

There are 2 versions of S/4, on-premise edition and cloud edition. Currently, the majority of S/4 implementations are of the on-premise edition. There are two cloud versions, the public cloud and managed cloud edition.

The cloud editions are brand new, and just now making headlines in the ERP space.

The majority of the existing 2,700 S/4 implementations are of the on-premise variety. This is because the cloud version has only just become available, and because decision-makers have concerns about putting financially and operationally sensitive data into the cloud, not just SAP, but Oracle and Microsoft.

What is referred to as Simple Finance or Simple Logistics?

This is where the biggest confusion occurs with S/4 HANA. Unlike when SAP released R/3, S/4 is available for all lines of business, all countries, and all

industries that are supported by ECC. The phrase "Simple Finance" means that the data structure for FICO is simplified; FICO data footprint reduced by up to 90% through reduction of indexes, aggregates and data redundancy.

How does SAP Fiori work with S/4 HANA?

Fiori is SAP's new role-based user interface (UX) that runs on any device: desktop, mobile, or a tablet. The Fiori platform allows for an integrated user experience, reduced input screens, steps and key strokes, and analytics and insight on any device.

What does S/4 HANA mean for companies using R/3 or ECC?

There are many paths to get to S/4, and depending upon the release you are on, varying times to get there. We are advising our customers to look at HANA and S/4 HANA as a competitive enabler, a "disruptive platform" (which stimulates organizational and business process change), and Total Cost of Ownership considerations. Many of our customers are inquiring about S/4 HANA and the impact on enterprise data structure, parallel processing, infrastructure, business processes, and security.

Do you have specific questions about S/4 HANA or HANA? We would look forward to the opportunity to advise and assist you with your questions and how to optimize your results on SAP. Contact Warren Norris, warren@titanconsulting.net or call me at 972.679.5183. You can also contact your Titan Sales Director.

- Warren Norris

SAP S/4 HANA
The Next Generation Business Suite

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segregation of duties is to separate the following responsibilities in each business process:

- Record Keeping
- Authorization
- Custody of Assets
- Reconciliation

Ideally, no individual employee should handle more than one of the above-noted functions in a process. When an organization separates these functions among its employees, it has implemented a strong internal control, which may deter and prevent employee fraud. When duties cannot be segregated, compensating controls should be considered. Compensating controls can be preventative, detective, or monitoring controls that are executed by an independent, supervisory-level employee who does not have custody, record-keeping, authorization or reconciliation responsibilities for the process.

Gain control via SAP solutions for GRC to assess your SOD and remediation process by:

- Identifying key responsibilities for each business process area,
- Defining Segregation of Duties rules, and
- Creating a SOD matrix from these rules.

Identify conflicting duties and determine if an alternate person can perform certain tasks with SAP solutions for GRC. After you have had an audit performed of internal processes, you will be ready to:

- Upload Segregation of duties to the SOD tool;
- Execute the SOD tool;
- Perform SOD Conflict Analysis.

Is That All There Is?

Nope! SAP's GRC tools offer much more than automatic SOD checking.

- Improve business alignment with audit processes integrated with fraud management, process control, and risk management activities.
- Support business network growth and compliance with business partner screening.
- Help ensure effective, ongoing controls and compliance management. Focus resources on high-impact processes, regulations, and risks to get continuous insight into the status of compliance and controls. With greater visibility, you can reduce costs while increasing business process reliability and quality.
- Understand what influences risk levels, how risks impact value, and which responses are most suitable with enterprise risk management. SAP solutions can help corporate boards, audit committees, executives, and operating managers.
- Minimize financial loss through early detection and more effective alert investigation in fraud management. SAP solutions can help you:
 - ▶ Screen high volumes of transactions and business partner data.
 - ▶ Investigate and document potential fraud cases.
 - ▶ Limit false positives with real-time calibration and simulation on large volumes of data.
 - ▶ Improve response and control to reduce future occurrences of fraudulent activity.
- Improve international trade management operations while supporting ongoing compliance and streamlining the cross-border supply chain.

Do you want to upgrade your company's security? We look forward to exploring the options with you. Contact Kevin Kirkland, kevin@titanconsulting.net or call me at 214.435.8411. You can also contact your Titan Sales Director.

- Kevin Kirkland

APRIL & MAY 2016 EVENTS



ASUG Dallas/Fort Worth Chapter Meeting
April 15, 2016
Irving Convention Center
Irving, Texas



ASUG Oklahoma Chapter Meeting
April 21, 2016
Cowboy & Western Heritage Museum
Oklahoma City, OK



Sapphire Now and ASUG Annual Conference
Booth #1480
May 17-19, 2016
Orange County Convention Center
Orlando, Florida