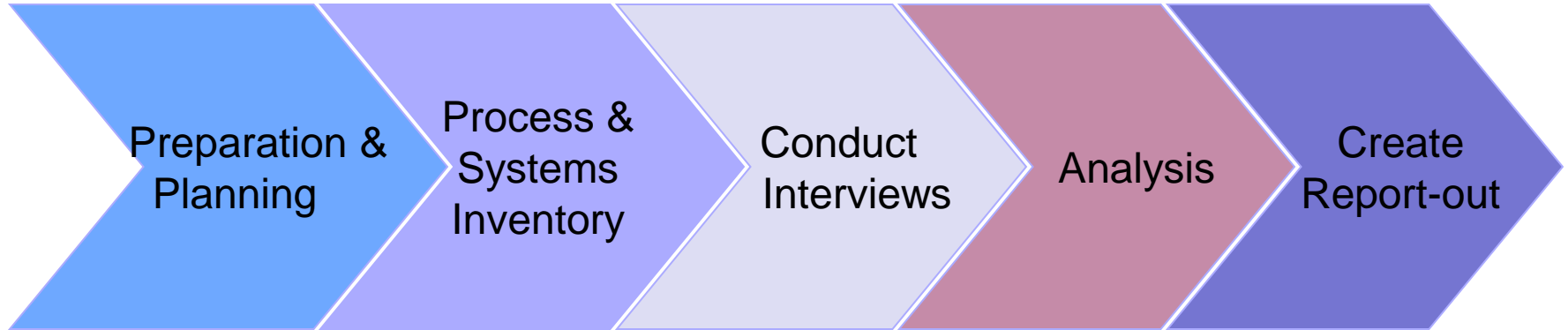


A Systems Effectiveness Audit

The Methodology



Preparation & Planning

- Determine the primary goal
- Determine the scope
- Determine the audience for the final report
- Assemble the team

The Kuhn tool kit contains step by step instructions and questionnaires to collect the information required to complete this phase.

Two separate and distinct tasks

- Inventory all in scope HR processes and the systems they are supported by
- Inventory all systems in place whose intention is to support all in scope HR process

The Kuhn tool kit contains 3 tools for collecting and capturing information needed to complete this critical phase of the audit project.

- Talk to all process owners and key stakeholders to understand what is:
 - Working well
 - Needs to be improved
 - Is no longer needed/used
 - Needed for support of future initiatives
- Talk to IT to determine
 - Technology direction/strategy
 - Upgrade strategy
 - Other plans for new technology

The Kuhn tool kit contains interview guides to assist in asking the right questions and capturing essential information to complete this step.

1. Process Analysis

- Review information gathered to update/create process maps
- Identify process defects/improvement area's
- Identify new requirements

2. Systems Analysis

- Review existing configuration for fit to process maps
- Identify defects/improvement area's
- Review system capabilities for meeting new requirements

3. Gap Analysis

- Systems and process gaps.

The Kuhn tool kit contains tips for completing this step. This is also an area where most clients find it helpful to purchase a bank of consulting hours for additional assistance.

Gap Analysis

- Determine areas where systems cannot be changed to meet business requirements
 - Configuration is not available and would require customization
 - Vendors offering does not include that functionality
- Determine areas where processes can't be changed & do not conform to existing systems configurations
 - Legal/Regulatory
 - Key to business operations
- Identify the other gaps
 - Needs that were expressed that are no being met today
 - Applications owned but not in service

Create Report Out

- Craft the presentation, appropriate to the audience to include
 - Key issues/findings
 - Current situation summary
 - The audit process
 - Current process & system landscape
 - Detailed Recommendations

The Kuhn tool kit contains a presentation template and a sample presentation for pulling it all together.

Kuhn Systems Effectiveness Audit

The Tool Kit comes with 2 hours of instruction. Additional consulting services can be purchased.

The Tool Kit is available for \$250.

Consulting service packages start at \$1500

To purchase your tool kit contact us at

jkuhn@kuhnconsultinggroup.com

847-269-8342

www.kuhnconsultinggroup.com