

COUNCIL REPORT – OFFICE OF THE CITY AUDITOR

Edmonton

PROCUREMENT SYSTEM (ARIBA) - USER EXPERIENCE AUDIT

RECOMMENDATION

That the June 24, 2025, Office of the City Auditor report OCA03101, be received for information.

Report Purpose

Information only.

Executive Summary

This report presents the results of the Procurement System (Ariba) - User Experience audit.

REPORT

The City of Edmonton uses SAP Ariba software for its procurement to payment phases including:

- Sourcing goods and services
- Managing contracts
- Buying goods and services
- Invoicing processes

The use of Ariba allows the City and suppliers to do business on a single platform. Internal Ariba users and external suppliers who conduct business with the City must use Ariba. The City's Corporate Procurement and Supply Services Branch (CPSS) is the centralized supply chain management and tendering authority for the City. CPSS plays a critical role in the internal Ariba users and external suppliers' use of Ariba, including providing training and support when assistance is required. Currently, there are over 2,000 internal Ariba user accounts and 3,100 suppliers with user accounts in Ariba.

The objective of this audit was to determine whether CPSS provides support to contribute to a positive user experience.

Overall, CPSS has met the audit objective of providing support to contribute to a positive user

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experience of Ariba.

CPSS has contributed to a positive user experience by:

- Having clear roles and responsibilities between business areas, external suppliers, and CPSS.
- Developing and maintaining operating procedures and training manuals for Ariba users.
- Providing support and assistance when required by Ariba users.

However, the OCA found the following opportunities for CPSS to improve their effectiveness:

- Instances of gaps relating to clarity and completion of training requirements.
- Review Ariba tickets in aggregate to identify and address common issues.

The OCA made the following two recommendations to the Corporate Procurement and Supply Services Branch:

1. Clarify the training requirements and improve the process to verify that the training requirements are completed.
2. Monitor and address frequent Ariba user issues to improve the user experience where possible.

POLICY

Bylaw 16097 - Audit Committee Bylaw, Section 14(a) states that, "The Committee will review all reports from the City Auditor including completed audits and investigations."

ATTACHMENT

1. Procurement System (Ariba) - User Experience Audit Report