7.3 - Procurement System (Ariba) User Experience

Audit Objective: The objective of the audit was to determine whether the Corporate Procurement and Supply Services Branch provides support to contribute to a positive user experience of Ariba.

Audit Scope: The scope of this audit included users of Ariba, both internal users within City departments and external suppliers.

Overall Conclusion: Overall, the Corporate Procurement and Supply Services Branch met the audit objective of providing support to contribute to a positive user experience of Ariba. However, we found areas to improve their effectiveness.

7.3 - Procurement System (Ariba) User Experience

Recommendations to the Corporate Procurement and Supply Services Branch 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.