TECHNO BRAIN
Empowering Lives

INTEGRATED FINANCIAL MANAGEMENT SYSTEM FOR INSTITUTE OF COMPANY SECRETARIES IN INDIA

Africa1st Initiative

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C A S E   S T U D Y

CUSTOMER PROFILE

The Institute of Company Secretaries of India(ICSI) is constituted under an Act of Parliament i.e. the Company Secretaries Act, 1980 (Act No. 56 of 1980). ICSI is the only recognized professional body in India to develop and regulate the profession of Company Secretaries in India.The Institute of Company Secretaries of India awards the certificate of bestowing the designation of Company Secretary(CS) to a candidate qualifying for the membershipof the Institute. It was in 1960 that the Company Law Board started a course in Company Secretaryship leading to the award of Government Diploma in Company Secretaryship. As the number of students taking up the Company Secretaryship course grew, the Government promoted on 4th October, 1968, Institute of Company Secretaries of India under Section 25 of the Companies Act, 1956 for taking over from the Government the conduct of Company Secretaryship examination. The Institute of Company Secretaries of India (ICSI) has since been converted into a statutory body w.e.f. 1.1.1981 under the Company Secretaries Act, 1980.The Institute of company Secretaries of India (ICSI) has its headquarters at New Delhi and four regional offices at New Delhi, Chennai, Kolkata and Mumbai.

BUSINESS SITUATION

The project conceptualizes an Integrated Financial Management Information System System (IFMS)) for ICSI. The system aims to consolidate various reports and information that is provided by different regional chapters. ICSI, which is the responsible body for certifying and ensuring compliances of government policies and taking it to the corporate companies across India adapted a significant IT program in automation of its core processes.

SOLUTION

The Institute has implemented a comprehensive IT enabled online Solution combining Oracle Apps, Microsoft SharePoint and customized dotnet applications to cater the requirements of the Institute. The different components are as follows:

1. Oracle E-business suite Version R-12.0.6.0
    - Oracle Financials (AP, AR, FA, GL, CM)
    - Oracle Purchasing
    - Oracle Inventory
    - Oracle Payroll
    - Oracle HRMS
    - Oracle Self Service
    - Oracle Performance Management

2. Microsoft SharePoint workflow based Document Management System

3. Customized Dot Net based application

4. Point of Sale (Receipt Accounting System-RAS)

5. Centralized Receipt Accounting System (CRAS)

6. Custom ERP to handle inventory at chapters level

7. Web portal www.icsi.in and www.icsi.edu vel

8. Data Sync among different applications like Oracle apps, SharePoint portal and custom applications

Customer:
The project conceptualizes an Integrated Financial Management Information System (IFMS) for The Institute of Company Secretaries kof India. The HQ also runs from one of its office (C-37, Sector – 62, Noida. The Institute has also 4 Regional Offices (ROs) at New Delhi, Kolkata, Mumbai & Chennai and one Center for Research & Training (CCGRT) at Mumbai. These Corporate offices are also connected through MPLS VPN. The Institute has also currently 67 chapter offices spread all.

Industry:
Public Financial Sector

Benefits:
1. Compliances to Service rules defined by Council members
2. Improved Student Services
3. Streamlined operations of members
4. Real time access to information
5. Increased efficiency through an integrated solution
6. Quick and effective decision-making

Resources Deployed :
• Project Manager
• Business Analyst
• Systems Architect
• IFMIS Functional Consultants
• Technical Consultants
• Civil Works Team
• Hardware Technicians
• Change Management Experts
• Quality Testing & Assurance team

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- **Resolve /rectify** any mismatches arising out of data entry problems and / or malfunction / defects of the software supplied. All levels   of testing will be conducted at the installation sites.
- Providing necessary **checklist / documentation/ input forms** that will be required for testing.
- Describing how the **testing Methodologies** will conform to requirements.
- **Security audit by CERT**-IN empaneled agency, Performance and Quality Audit from STQC
- Imparting **training on the Application software** to the departmental officials.
- Support would include **complete support of software solution** implemented and maintaining all developed software applications/code/any third party products that are supplied as part of the solution.
- Support deemed necessary to meet with the operational requirements of both **maintaining the IT solution and providing support** for data entry & verification, report generation, Software debugging, removal of software defects, website updating and such other coordination.
- **Functionality modifications** in developed Software Modules / Change Requests, Development as per new requirements.
- **Updating & upgrading of the software components** from time to time free of cost during contract period In the event of release of updates / patches, new releases & upgrades by the any third parties after
- **Integration Requirements:** SMS, Email, Payment Gateway, Banks, PAN, Aadhar, Other Cross Departments, Legacy systems integration.

APPROACH

- Detailed **Project Planning**
- Detailed **Gap Analysis and Business Process Re-Engineering** of the Department
- **Requirement gathering and update** SRS and FRS documents
- **Design & Development /up-gradation/ customization** of Software based on approved SRS
- **System test** cases would be updated by DoF
- **Preparation of user manuals and training manuals** for newly developed modules
- **Deployment of Software Application** on the existing IT Infrastructure and platform
   provided by Department of Finance along with configuration of active Disaster Recovery
   (DR)
- **Data would be migrated by TBL** and any data entry would be handled by DoF.
- **Conduct user training** using train the trainer approach and provide user manuals. Audio and
- **Visual manuals** would be provided during ATS
- **Verify all prerequisites** and complete deployment

Resources Deployed:

1. Each of the members had distinct roles
2. Provide GOVT Project Manager and focal point of contact
3. Convene the Project Launch meeting and invite the other stakeholders
4. Convene the steering committee meetings
5. Convene the weekly project meetings
6. Facilitate the site visits
7. Validate and approve the site drawings
8. Provide documentation on GOVT processes
9. Provide clarification during development of the Software specifications document
10. Participate in end user testing
11. Convene and supervise the Training
12. Provide and validate master data before
13. Data migration
14. Commission and hand over the equipment
15. Go-live support
16. Post go live support

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The project was managed jointly by the Consortium Project manager and the Client Project manager who were tasked with the following activities:

- Review SRS
- Conduct Site Visit
- Validate design
- Verify the application
- Manage the end user training
- Rollout Commissioning and hand over

CHALLENGES

During the project implementation we faced the following challenges:

1. **Restriction** to internal functions only
2. **Lack of integration** with stakeholders departments
3. **Latency** in generation of account statements
4. **Outdated and irreparable** hardware & system software in use
5. **Security** Gaps
6. Lot of **standalone systems**, etc.
7. Most of the sites were working completely on **manual process** with very little computerization.
8. Users did not have prior **computer knowledge**. Had to be given basic Computer training before being trained on the application.
9. Users **lacked capacity and knowledge** on the PFM processes had to be put on re-orientation training before being trained on the application.
10. **Change management**, getting users to accept and use the system

CHANGE MANAGEMENT

Change Management is a continuous process and we managed it in the following ways:

1. Project Launch, during which we invited Select users from the various sites to brief them what IFMS was all about and
2. What to expect during the project implementation?
3. Training of the users and making them comfortable with the application
4. Change management session during commissioning and hand over of equipment
5. Post go-live change management session held in a central location

Roll Out Skills:

The Role out was carried out by Consultants who are certified in the application and the following activities were carried out:

1. Data Migration

2. Configuration of secured environment both at Central Data Centre and Server rooms at each site

3. Sound project Management knowledge

4. Technical and Functional Consultants with knowledge on PFM processes

5. Understanding of PFM processes with business rules for Treasury Single Account, government payroll processing.

6. Setting up the workflows and approval hierarchies

7. Setting up Budget rules, allocations and approvals.

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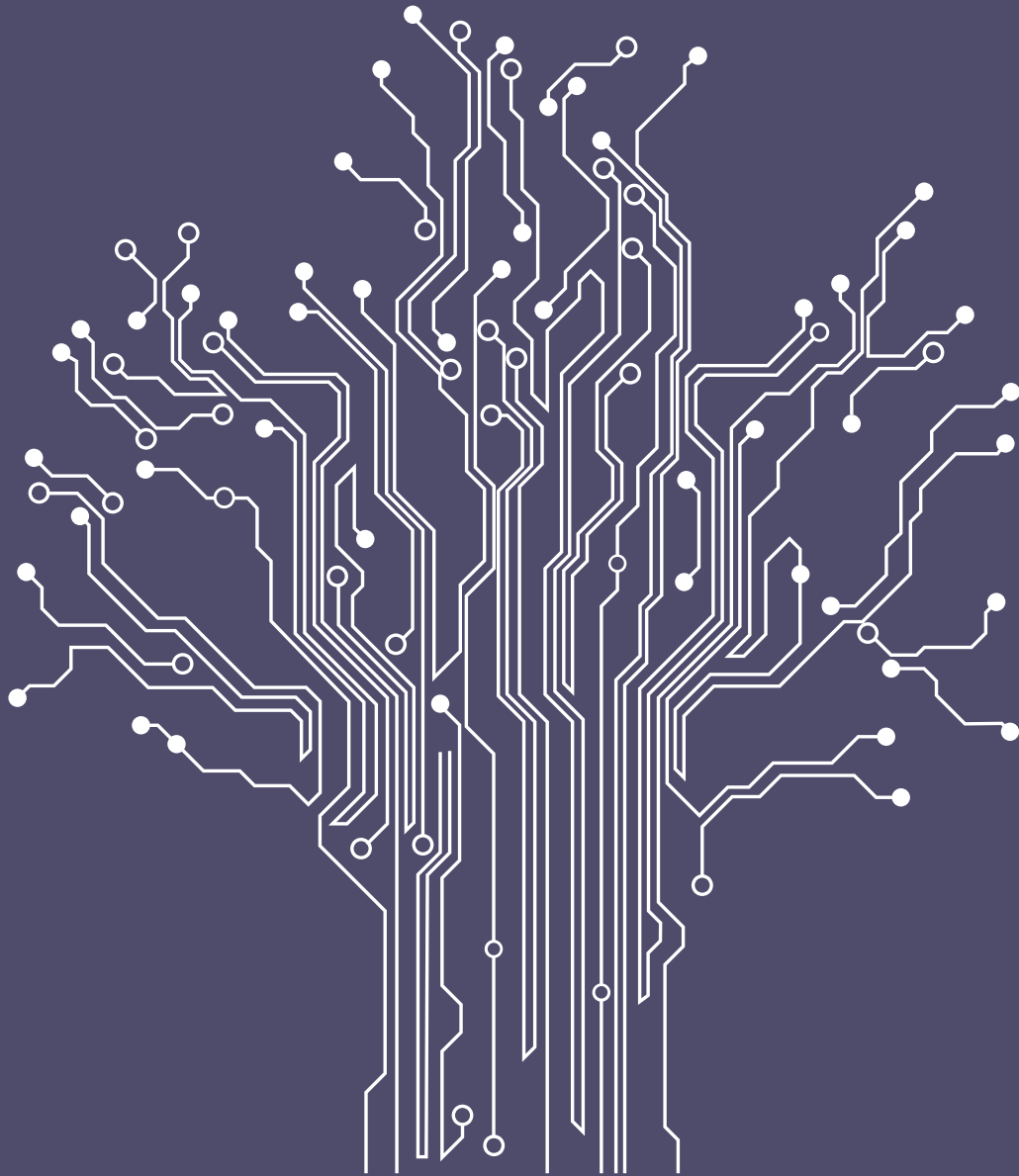
GLOBAL PRESENCE
Botswana | Burundi | Ethiopia | Ghana | India | Kenya | Lesotho | Malawi | Mauritius | Mozambique |
Namibia | Nigeria | Rwanda | Saudi Arabia | South Africa | South Sudan | Swaziland | Tanzania | UAE |
Uganda | UK | USA | Zambia | Zimbabwe

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