



CUSTOMER SUCCESS PROFILE

Chevron Corporation

As a global enterprise that is highly competitive across all energy sectors, Chevron Corporation brings together a wealth of talent, shared values and a strong commitment to developing vital energy resources worldwide.

Chevron is equally committed to Sarbanes-Oxley (SOX) compliance. But when the Chevron Procurement organization closely examined its approach, it discovered that it was coming up short in some areas.

Mark Rose, General Manager of Procurement Technologies, and team have used Ariba Buyer™ since 1998. And while Chevron considered the Inspector functionality of Ariba Buyer to be an extremely powerful and valuable tool for troubleshooting and research, the team wanted to add the ability to track or trace any changes to the database. As a result, Chevron developed several custom solutions to meet its SOX requirements and satisfy its auditors.

User-Based Security

One of the first applications that the Procurement team implemented was a way to put user-based security around Inspector so that every time someone made a change within Inspector, a Remedy ticket number, user information and the details of the change are written to a database.

With this enhanced functionality, Chevron is now able to track which fields and values changed through a report against this database. This report also highlights the changes that need further investigation—allowing Chevron to maintain its compliance.

Twice-per-Year User Access Review

Another practical application that Chevron implemented was related to user access. The team decided that they needed to review everyone's user access to SOX-controlled applications that affected the financial bottom line. Users of those systems needed their access to be reviewed twice per year, so Chevron built a method—through a scheduled task—to generate a user profile transaction for every user.

This tool created a replica of the user profile transaction and also provided visibility into the user's settings in the user profile. The user profiles were then routed to the supervisors of all of the users, which resulted in transactions in the supervisor's Approval inbox—one for every direct report. This tool provides the ability to click far enough in to be able to see the user and all of the roles and delegations of authority, and then approve if



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Mark Rose, General Manager
of Procurement Technologies



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it is okay. This then allows automatic escalations so that if a supervisor does not approve within a certain amount of time, it gets escalated to his or her supervisor. The reporting capabilities are simple—as it calculates how many approvals have been performed and how many have not.

What is also beneficial about this functionality is that the 'Deny' button is disabled so that users cannot go in and deny their transactions. According to Jochen Kottgen, the Design Architect, "If it is a normal transaction that was created in my name, it goes straight to my supervisor." Kottgen continued, "What we are going to do to further enhance this tool is to make it so that the supervisor can go into the user profile transaction and make changes to it. Now they can only do that if they have approval to supervise permission in the system. Supervisors will have the capability to go in and make changes to user profiles and then save and approve them. So they can actually do what they need to do." This transaction then becomes reviewable and auditable to verify that the user access was reviewed.

Multiple Delegation Capabilities

After Hurricane Katrina, Chevron's New Orleans operations were disrupted as many employees and contractors were displaced and could not be located for weeks. Since some of those folks were invoice processors, the team needed to be able to redirect those invoices and to get at those transactions. Subsequent to the turn of events, Chevron built a way to have multiple delegations to multiple people so that a delegation could be made to

one person one week and another the following week. Multiple consecutive or parallel delegations are also now possible, as it makes it more flexible to keep track of who is delegated to. Another benefit is that it allows work to go on when people are absent while keeping track of who is doing what in the system.

Worldwide Compliance

"Our new tools have enabled us to be compliant and to manage the process of reporting across 10,000 users in 15 countries across every time zone in the world. The benefit is to not only be compliant but also to be able to report and manage the whole process and prove that we are compliant. We are global in terms of geography and time zones, so the new rules have greatly simplified the ability to manage so many accounts," said Rose.

About Chevron Corporation

Chevron Corporation is one of the world's leading energy companies. With more than 53,000 employees, Chevron subsidiaries conduct business in approximately 180 countries around the world, producing and transporting crude oil and natural gas, and refining, marketing and distributing fuels and other energy products. Chevron is based in San Ramon, Calif. More information on Chevron is available at www.chevron.com.

About Ariba

Ariba, Inc. is the leading provider of spend management solutions to help companies realize rapid and sustainable bottom line results. Successful companies around the world in every industry use Ariba Spend Management software and services. Ariba can be contacted in the U.S. at 1.650.390.1000 or at www.ariba.com.