



Who is Onboard?

PUBLIC SERVICE

- Ministry of Finance And Economic Management
- Ministry Of Internal Affairs
- Ministry Of Transport

CROWN AGENCIES

- Cook Islands Audit Office
- Cook Islands Parliamentary Services
- Cook Islands Police Service
- Office Of The Ombudsman

STATUTORY AGENCIES

- National Environment Service
- Financial Services Development Authority

MINISTERIAL SUPPORT OFFICES

- Mark Brown – Prime Minister
- George Maggie Angene
- Mac Mokoroa
- Patrick Arioka

SOFT DEPLOYMENTS

- Cook Islands Investment Corporation
- Infrastructure Cook Islands
- Ministry of Cultural Development
- Ministry of Health
- Ministry of Justice



Itinga Nicholas (Team Leader), Natasha Areora (Project Manager), Kataraina Piri and Annie Tearetoa (FMIS Analysts)

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Better Budgeting, Better Visibility, Better Future!

The Cook Islands Government has embarked on a journey to strengthen the management of public sector financial, budgetary, and accounting operations through the implementation of a single Financial Management Information System (FMIS).

The FMIS Project is an initiative driven by the Ministry of Finance and Economic Management. The PMU are currently rolling out an FMIS solution called Unit4 Business World across all government agencies, effectively bringing disparate accounting systems on to one FMIS platform.

This significant transformation in the management of our public finances will address many existing challenges in regards to accessing timely, accurate and up to date information for government as a whole. A crucial requirement in the current uncertain economic environment.

Streamlining financial processes across all government agencies will not only improve operational efficiency but will also empower our public sector managers with the tools and information required for better decision-making.

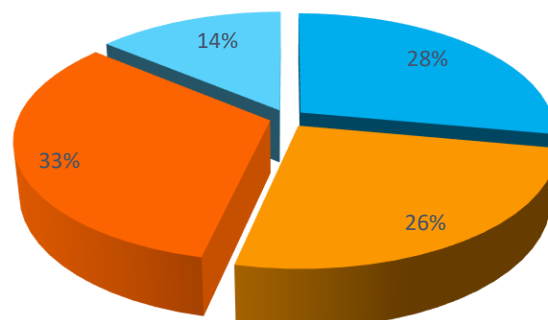
The new financial system will also contribute to timely reporting of consolidated government accounts with many of the core functions and reports now automated.

Collaborating with over 40 government agencies, learning their business processes intimately and delivering a solution to ensure a smooth transition to 'business as usual' whilst also identifying potential process improvement opportunities, is no easy feat!

However the FMIS project management unit have already deployed Unit4 to thirteen CIG agencies in addition to five agencies who are on soft deployment (processing Crown transactions).

The PMU is applying a phased approach to roll out Unit4 to the remaining agencies with around 1-2 agencies per month. This ensures the financial and operational requirements of each agency are appropriately addressed. In total, 42% of government are currently using Unit4.

CIG FMIS DEPLOYMENTS
JANUARY 2022



■ Fully Deployed ■ Not Onboard (Planned)
 ■ Not Onboard (Connectivity Issues) ■ Soft Deployment

Unit4 ERP Software

Whilst the project is titled the 'FMIS Project', the Unit4 software extends beyond financial management, it is an Enterprise Resource Planning (ERP) solution.

Unit4's ERP software assists government to manage financials as well as day-to-day business activities such as, procurement, project management, supply chain operations and more.

UNIT4 SUPPLIER

Agilyx NZ has partnered with CIG to implement an FMIS/ERP solution across all of government. The PMU continue to engage Agilyx NZ for software updates, software maintenance and CIG development work.

SOFTWARE UPDATES

Software maintenance is crucial to the stability of any integrated FMIS or ERP system.

CIG's Unit4 application has undergone two major upgrades since going live in 2019.

The most recent update in July 2021 had a significant number of fixes and improvements, such as multiple attachments functionality and the inclusion of searchable accounting fields when running core queries.

Another noticeable difference was the logo change from Unit4 to Unit4 ERP.



Itinga Nicholas, Tunqane George and Annie Tearetoa

What are the impacts of deploying to Unit4?

In this edition we speak with Ms Tunqane George, Finance Manager for the George Maggie Ministerial Support Office, on their FMIS deployment experience.

One of the biggest changes for an agency deploying to Unit4 is learning to manage your budget from within the system, instead of budgeting from a bank account balance.

Transitioning away from cheque books and bank accounts can create some understandable uncertainty.

However Ms George enlightens us on some advantages to the new process.

“Not having a cheque book would be number 1 for me – it has helped a lot in curbing unnecessary spending”

In addition to this, Treasury's robust payment schedule provides confidence that supplier payments are prompt and consistent.

The Funds department process daily payment runs for all three local banks, ANZ, BSP and BCI (in addition to a NZ payment run, saving on TT bank fees!).

“Budget vs Actuals, this is a favorite. I like seeing my budget, invoices paid, and the money left over under each account for e.g. office expenses “

During the migration phase, the PMU will analyse and load an agencies budget figures into Unit4. This crucial data is the foundation for system automated budget checks and also enables real-time budget vs actuals analysis and reporting.

“Financial reporting on the FMIS system has saved me a lot of time from before in doing my reports and it allows me to do other admin work and not just finance”

Ms George elaborates on her experiences with the new monthly reporting process in Unit4.

“Since we moved over to FMIS, it has cut the time right down in me doing my commentary and sending through my report to Crown. No longer do I need to do payment vouchers, MYOB entries etc... since invoices are already uploaded the system generates this for Crown and us in our P&L report and Bal Sheet.”

“Step-by-step guideline is excellent”

The FMIS training program ensures users are trained on relevant Unit4 modules and also have access to CIG Unit4 user manuals

“I have found the guideline is so helpful, not only does it take you through it but it also has each process with a screenshot so it helps me get my task done correctly.”

The final level of support for FMIS users is the FMIS Support desk.

“I find FMIS team are courteous, prompt with their responses and customer service is great (it's nice that I don't feel like a dummy when they respond).”

The PMU would like to thank Ms Tunqane George and the George Maggie Angene Ministerial Support Office for their valuable contribution

Income Manager

The Cook Islands Police Service deployed to Unit4 in 2021. A notable success for this deployment was the roll out of Unit4's Income Manager module which has streamlined the cash receipting process in the Driver Licensing and Regulatory Office



Deputy Commissioner Aka Matapo, Kataraina Piri, Natasha Areora, Linda Tera and Joyce Tuioti-Okotai

Automated Receipting and EFTPOS!

Most of us have visited this popular office at some point in time, whether for driver licensing or perhaps to pay for minor offence notice fines. If you have been there in the last year, you might have noticed some positive changes such as automated receipts and the option to pay via Eftpos! Unit4's Income Manager module provides automated cashiering functions that are key to managing high volume transactions processed daily at Police HQ in Avarua.

During the scoping phase of a deployment, the PMU will analyse an agencies' business processes, ensuring the delivered FMIS solution meets not only the agencies financial requirements but also identify potential process improvement opportunities. Over 125 Police specific products have been configured in Unit4 which extend across driver licensing, firearms licensing, permits, dog registration, police reports, minor offence notices and more. In addition to the financial

data automatically captured with each product, police can now retain core information at the time of receipt such as firearm details, license details etc. This non financial data is retained in Unit4 and accessed via simple queries. The product queries have filled gaps where there is no existing database e.g. dog licensing.

Finally, data control ensures Police financial and non-financial data is accessed by approved Police FMIS users only.

Did you know?



SUBSTITUTES

If you are going to be away for a period of time, you can assign a substitute to manage your approvals or pending transactions

Simply navigate to Your employment > Your employment > Activate Substitutes

LIGHT BULB

Knowley is the little light bulb in the top right hand corner of the screen. If the lightbulb is highlighted, you can access additional support guides for that particular function

USER MANUALS

CIG FMIS Unit4 User Guides are accessible on the shared network drive.

L:\Shared Data for Everyone\FMIS\Unit4 ERP User Guides

The guides are saved as templates for you to save to your personal drive and update or customise the manual with your agency processes.

This Month's Q&A FMIS Tips

Q: When we deploy to FMIS, do we have to use Crown's Chart of Accounts?

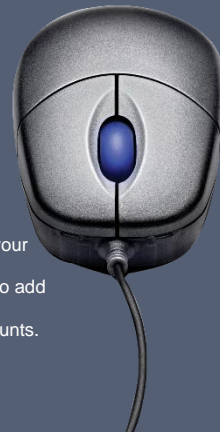
A: Yes and No. The Chart of Accounts in Unit4 is a consolidation of accounts from all CIG agencies, including Crown.

The PMU in conjunction with Crown and the vendor, invested several months collating and cleansing COA data from all agencies i.e. removing duplicates and redundant data. This process reduced the consolidated COA by 40%. The COA is only one part of the accounting structure in Unit4.

Unit4 has several accounting attributes that allow users to slice and dice data as required, for example products which have replaced a number of accounts.

Q. Can we add to the COA?

Yes. When an agency deploys to Unit4, the PMU will conduct a number of scoping workshops to identify your agency requirements, including defining your reporting structure and the need to add additional attributes such as accounts.



The FMIS Deployment Process

When deploying to Unit4, the PMU will work closely with each agency to ensure a smooth transition to the new system.

Once scheduled, there are five stages to the deployment process:

SCHEDULING Agencies vary in size, operational requirements and complexity. These factors are carefully considered when scheduling an agency for deployment.

REQUIREMENTS SCOPING

Several workshops are conducted to confirm an agencies organisational, reporting and approval structure. The agency will also advise on core business processes and the PMU will identify gaps or process improvement opportunities where required.

MIGRATION The agencies financial data (from their previous system) is analysed and loaded into Unit4. Discrepancies must be rectified prior to migration. Data is loaded from 2019, when Unit4 initially went live, to the date of deployment.

TRAINING This is conducted in the FMIS training room or onsite if requested.

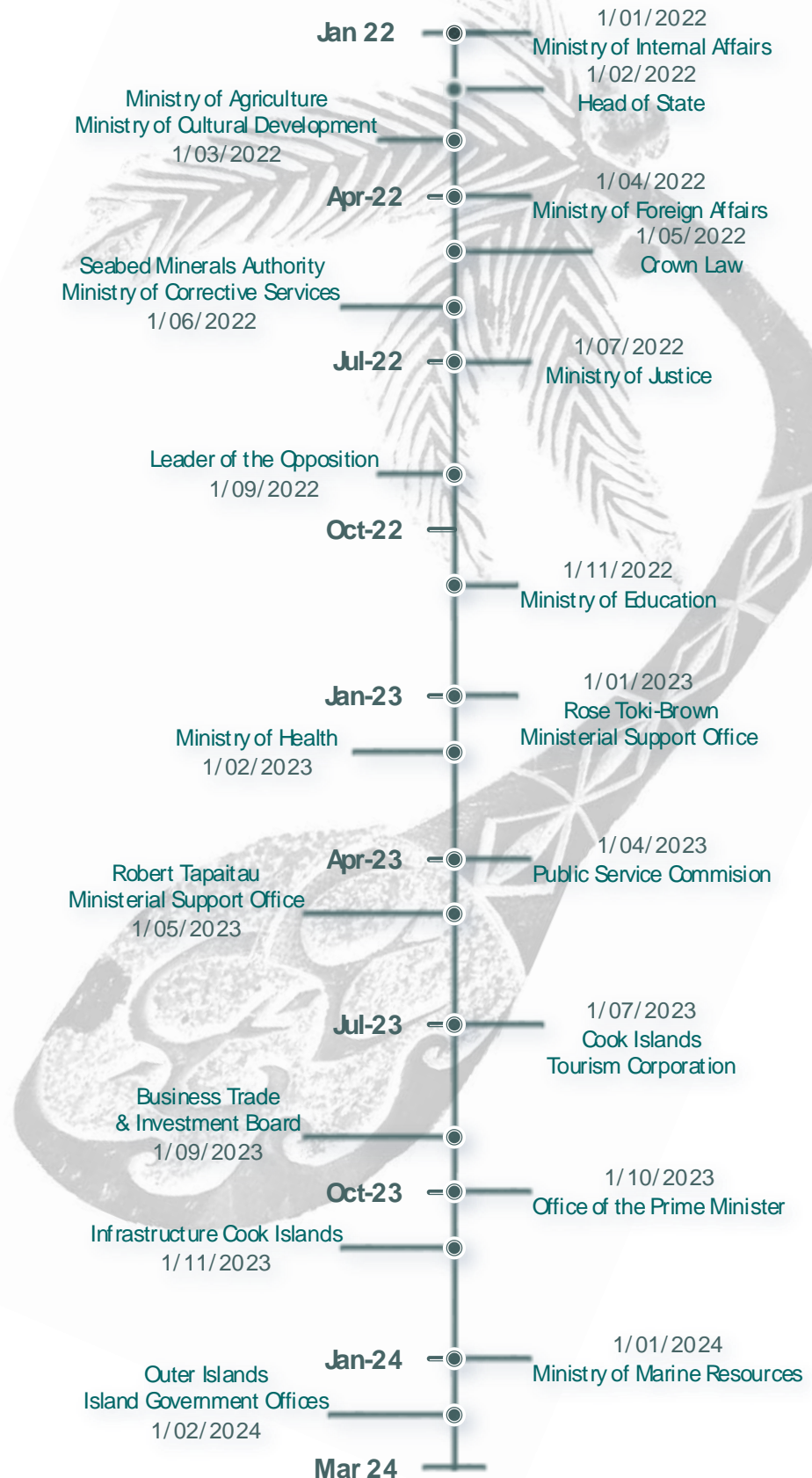
GO LIVE On the first week of deployment, the PMU will provide onsite support.

POST GO LIVE SUPPORT

Following deployment, the FMIS Support helpdesk will assist with all Unit4 enquiries, training as well as providing guides for all core FMIS functions.

FMIS DEPLOYMENT TIMELINE

When do you deploy? The proposed dates below take into consideration the many moving parts and resource requirements within each deployment. The PMU will liaise with each agency to confirm their scheduled date.





Mii Lemalu

PRECEDING FMIS PROJECT MANAGER

Treasury would like to thank Mii Lemalu who passionately led the Treasury based FMIS Project from 2017 to 2021.

Mii managed key stakeholders through several core project phases and further deployments, whilst persevering in ensuring quality above all.

We appreciate her dedication and commitment over the last four years and wish her well in her future endeavors.

Aua e mataku I te kupa o te ngaru, Me ava e 'oe, e 'oe. E 'oe!

Don't be afraid of the crest of the wave.

When you hear the order to row, then row! Row!

Opportunity doesn't just come to your door. Seek it out, and work at it.

A strong message that resonates for all Cook Islanders, and a fitting anthem for the FMIS Project.

In 25 years, this was the opportunity and Project of my Career - to lead a team, to deliver the single platform Finance System to CIG government agencies

The FMIS Project team collectively bring crucial implementation expertise, and valuable experience from within Public Services;

a dedicated and highly experienced group of enthusiastic Cook Islanders - "Ambassadors for Change" committed to this important event. In my opinion, this formation is trail-blazing in its approach – carefully identifying, balancing and transitioning changes, while managing expectations during this significant shift in the management of public finances.

Along with the essential support of stakeholders: the Project Sponsor, Agency Finance Leads, and Development Partner NZ's MFAT –

the project is more than a plan, it's a journey to achieve our national vision "To enjoy the highest quality of life consistent with the aspirations of our people, and in harmony with our culture and environment."

My tenure ended last October in the Project Manager's role; and the anthem adopted is still very poignant after my departure. Opportunities still continue within the Project Team, aligned MFEM Divisions and CIG Support Services – and ultimately, with the FMIS Support Services well after the project has ended.

Today, a personal vision is realised – Cook Islanders developing our workforce to support ourselves in business critical systems.

The common denominator throughout is **Our People**; and it's truly been my privilege and an honor to partake in this momentous journey for the Cook Islands and her people

- Aere tatou ki mua!

By Mii Lemalu

The FMIS Project Management Unit

Itinga Nicholas

FMIS TEAM LEADER

Unit4 expert with several years core public sector finance experience across CIG and a Bachelor of International Business

Kataraina Piri

FMIS SYSTEMS ANALYST

Our newest team member with a background in administration and already powering her way forward as our main Unit4 trainer



Natasha Areora

FMIS PROJECT MANAGER

An ERP specialist with 20 years' experience implementing and supporting ERP solutions such as PeopleSoft, Oracle and SAP in NZ and now Unit4 in the Cook Islands!

Annie Tearetoa

FMIS SYSTEMS ANALYST

Key to our support team Annie also has extensive ICT experience and a Masters in Information Systems & Science

Bernadette Raffé

PRIMARY MIGRATION CONSULTANT

Chartered Accountant with extensive CIG experience who has arduously and meticulously led the migration process from day one

Maria Guadalupe

MIGRATION CONSULTANT

Chartered Accountant who is new to the project and assists Bernie with migrating an agencies financial data into Unit4

Enquiries

Please direct all enquiries to the FMIS Support email address:

fmis.support@cookislands.gov.ck