
Our review of the Oracle America Inc. (Oracle) agreements with the University of Arizona (the University) was included in our approved Fiscal Year (FY) 2021 Audit Plan. This was the first time these agreements had been reviewed. These strategic partnership agreements with Oracle support the University Institutional Excellence strategic pillar by providing best-in-class database products and services to promote a high performing academic and administrative enterprise environment.

The University started the relationship with Oracle in FY 2012 with the purchase of Oracle Database Enterprise Edition to provide performance, availability, scalability, and security to the database infrastructure. As of October 2021, the University had open purchase order commitments of \$3.8MM. Database services are managed by University Information Technology Services (UITS) and provide service to mission-critical applications such as Quali financials/research, PeopleSoft Human Capital Management/Student, Edge Learning, eDisclosure (Conflict of Interest Reporting), and Business Intelligence (UAccess Analytics).

Our objective was to review processes and controls for the execution, management, and understanding of the Oracle agreements. We also determined what processes or controls broke down and led to an unexpected, high cost, Oracle invoice related to the Cancer Center.

Our scope was tailored to meet the CIO's specific concerns and included processes and controls as of October 2021.

Our review objective was accomplished by performing the following:

- interviewing University representatives from UITS and the Cancer Center;
- reviewing processes for new uses of existing licenses/agreements, execution of new agreements, and oversight of all Oracle agreements;
- extracting and reviewing data from UAccess Financials; and
- reviewing applicable University policies and procedures.

While the Oracle products and services appear to provide the performance, availability, scalability, and security to the database infrastructure as advertised, the management of the relationship between the University and Oracle is fragmented. No one person was aware of or was responsible for managing all the Oracle touchpoints with the University. As such, coordination of license uses and achievement of economy of scale discounts with Oracle was conducted haphazardly. These conditions led to the identified issues that are discussed further beginning on page 3.

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Oracle was not being contacted prior to the use of the existing licenses/agreements on new applications or for changes to the way the University uses applications running on the Oracle database. Contacting Oracle would allow a determination to be made as to whether these new uses comply with existing agreements or would require additional charges.

Even though Procurement had knowledge of all purchases, one person had not been designated to be responsible for managing the Oracle relationship. (Tw -3201360-0.002)

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