Background

As credit unions merge and get more complex the number of examiners sent to complete an exam increases and becomes more of a burden to the credit unions to find space and also be available to the examiners to supply requested documents. The Office of Credit Unions is also faced with examining larger more complex credit unions with a smaller staff which necessitates more overnight travel and is a burden to exam teams.

Problem Statement

As the number of credit unions decrease and mergers take place examiners are required to travel more and further than they have in the past. Travel has always been an issue with retention and the current exam staff is well trained and excellent at what they do. We must find a way to reduce the travel requirements of the job. There also was a recent incident in a California Credit Union where a portable drive used to give examiners information that contained personal private information of credit union members (the accepted method up to that point) was lost and created negative publicity for the National Credit Union Administration. A more secure method to transfer information was needed.

Outcome

We needed a highly secure product that would allow the credit unions to upload their information that was requested by the our exam team and also allow access off site for our teams and would enable them to work off site and give relief to the credit unions in housing a large number of examiners. The IT team suggested the use of the State's Citrix Sharefile. A partition was made for the Office of Credit Unions (OCU) and a due diligence document created for distribution to the Credit Unions. A separate folder was created on the OCU partition for each credit union and user rights assigned to the exam team assigned to that credit union and for two or three users at each credit union. Access was limited to the exam team and the credit union users. After training, a slow implementation was started with only a minimum of examiners working offsite for partial weeks and then going onsite to complete the exam. As we progressed we discovered what areas of the exam were more easily performed offsite and examiners began to spend full weeks working offsite to complete these parts of the exam. The credit unions have embraced the solution and even small credit unions are utilizing the solution. We have used the portal solution on over 75 credit union exams and have had nothing but positive response from examiners and credit unions.

Results

Metric Name	Before	After	Improvement	% Improved
Annual hours required				
Annual current cost in dollars	$285,000	$231,000	$54,000	19
Annual future cost in dollars				
Number of steps in process				
Average process lead time in days				
Percentage who are satisfied				

Cost to implement: $ 0

One-time cost savings: $0

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