

Guidelines for Business Contacts / Business Reviewers on their roles in TeamMate+

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L-Università
ta' Malta

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LIST OF ABBREVIATIONS

BC	Business Contact
BR	Business Reviewer
FICS	Faculties, Institutes, Centres or Schools
IAF	Internal Audit Function
TM+	TeamMate+

1. INTRODUCTION

As from January 2022, the Internal Audit Function (IAF) will carry out its internal audit process using the audit software TeamMate+ (TM+). This audit management software is designed to bring efficiency and consistency to the entire audit process, from risk assessment to reporting and follow-ups.

The purpose of this document is to provide information and guidelines on the use of TM+ for Business Contacts (BC) and Business Reviewers (BR).

2. WHO ARE THE BUSINESS CONTACTS / BUSINESS REVIEWERS?

The BC is the person(s) directly responsible for the management of the business area being audited. These persons are given access to TM+ and are assigned a role in the management and update of the recommendations of their respective business area. The BC will be the person responsible for the implementation of the recommendation.

The BR is the person to whom the BC reports and he / she can only view data within a project.

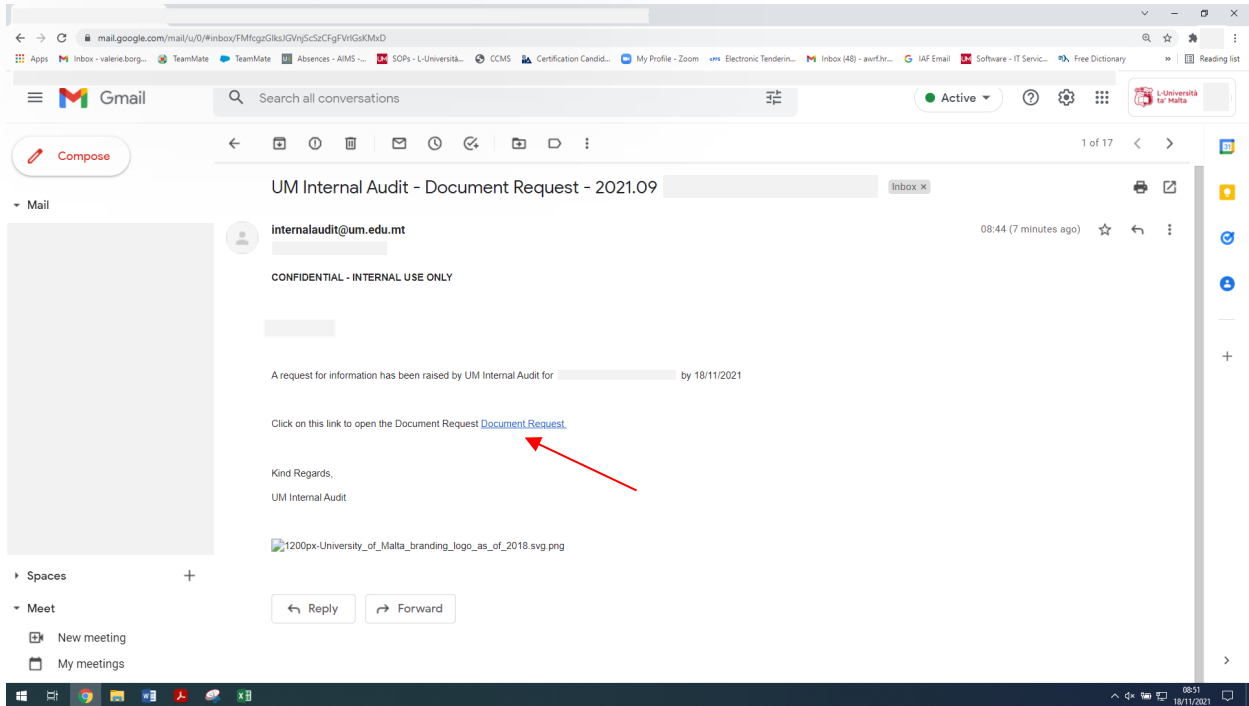
The BC and the BR will be agreed with the IAF during the introductory meeting of the respective business area.

3. HOW ARE BUSINESS CONTACTS ENGAGED IN THE AUDIT PROCESS ON TEAMMATE+?

- (i) Providing additional information

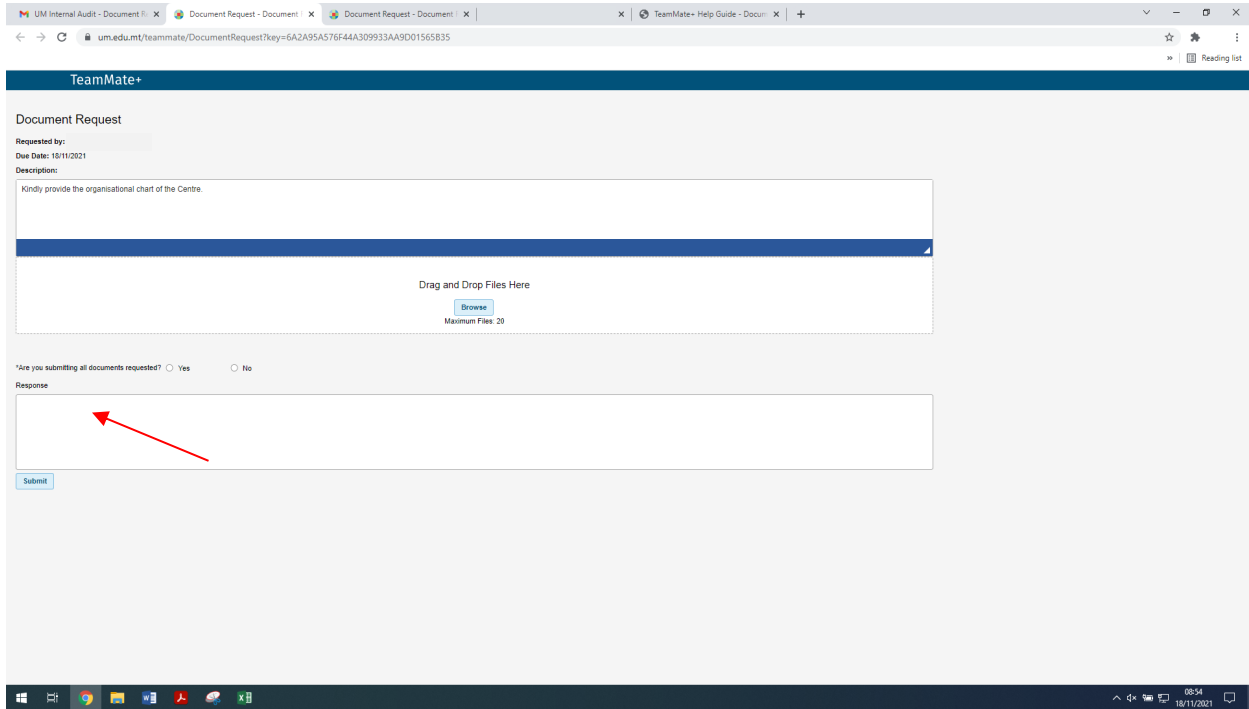
The IAF will maintain close contact with the auditee throughout the audit fieldwork. Requests for additional information can be requested directly from TM+ as shown in figure 1 overleaf:

Figure 1: Screenshot from TM+ showing the email received with the Document Request



The BC will click on the notification link in the email to access the document request. The 'Document Request' screen opens and the BC can provide / upload the requested information / document(s) as shown in figure 2 overleaf:

Figure 2: Document Request screen where management can provide additional information



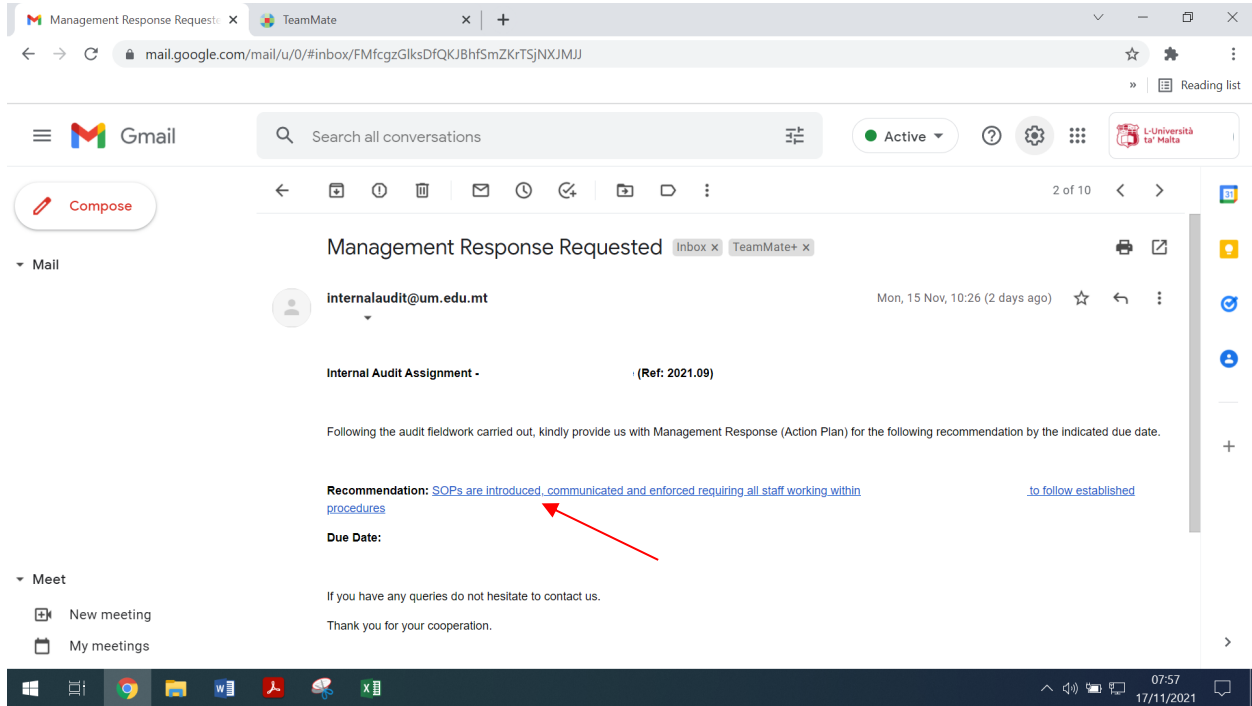
If the submitted files satisfy the document request, the internal auditor will tick the ‘Document Request Complete’ check box to close the request.

- (ii) Providing management feedback on observations and recommendations made

Following audit testing carried out, the internal auditor will document the observations in TM+ and will make recommendations for resolving the observations found. The observation and respective recommendation are assigned to a BC.

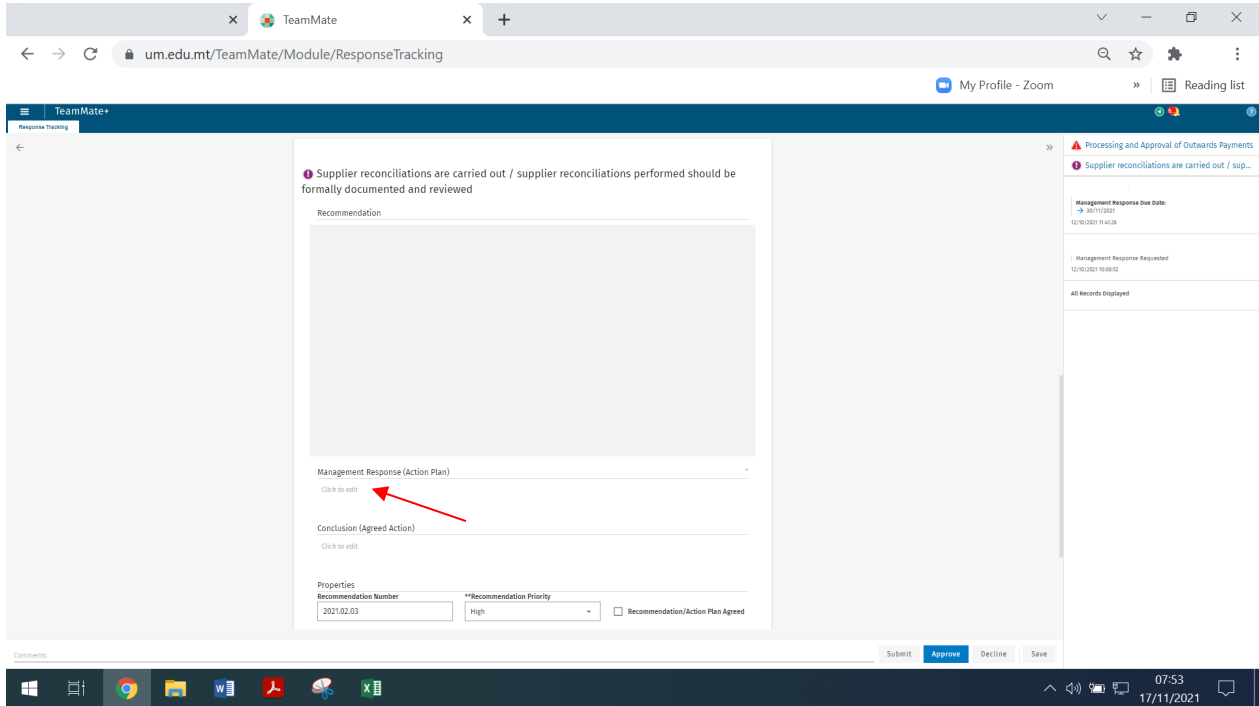
Once the status of the recommendation is changed to ‘Management Response Requested’, the BC and the BR will receive a notification via email to submit the management feedback as shown in figure 3 overleaf:

Figure 3: Notification received via email by Business Contact / Business Reviewer



The BC will click on the notification link in the email to access the observation and related recommendation. The 'Response Tracking details form' opens and the BC can provide management feedback in the Management Response (Action Plan) tab as shown in figure 4 overleaf:

Figure 4: Management Response tab where management feedback can be provided by the Business Contact



Only BC may update and submit responses to the respective observation.

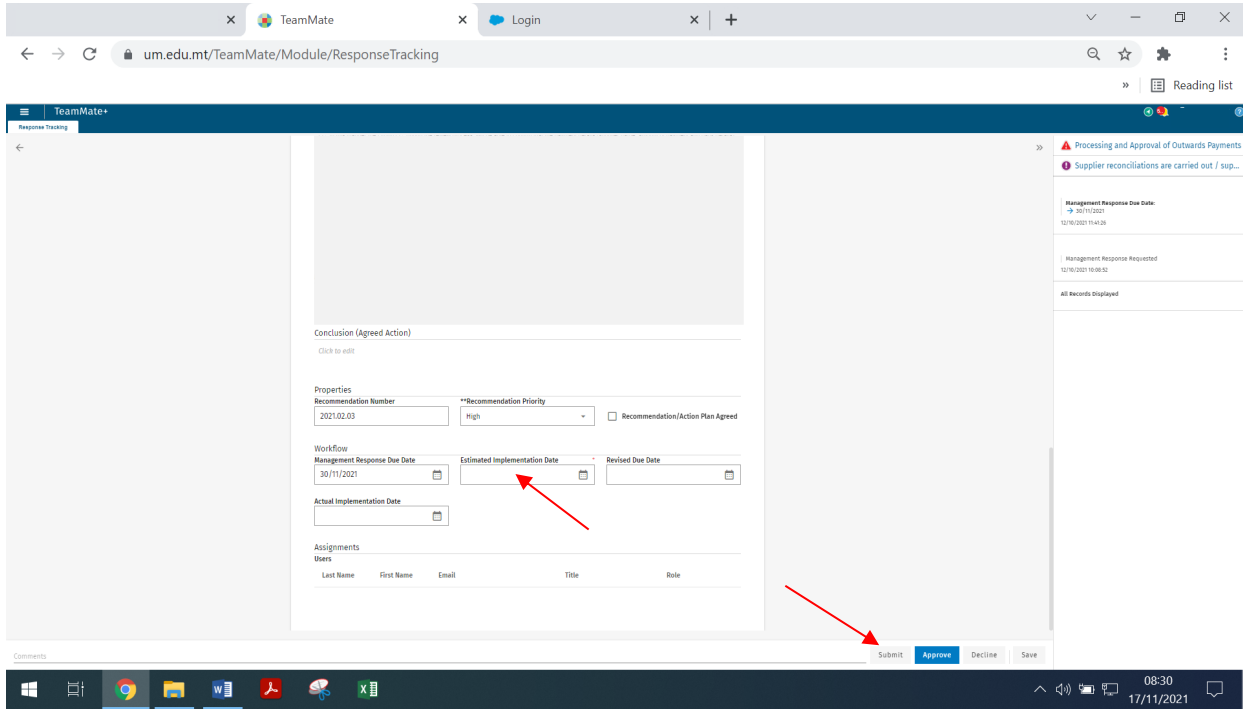
Management will be given 10 working days to submit comments on the observations and recommendations. If management response is not received within the stipulated time, reminders are sent to the auditee directly from the audit software. If the BC needs an extension to submit the management response, an email is to be sent to the IAF.

BC cannot submit the management response to the IAF until all required fields are completed. The required fields are the following:

- (i) Management response (action plan); and
- (ii) The estimated implementation date.

The Management response due date is inserted by the auditor and this cannot be changed by the BC. Refer to figure 5 overleaf:

Figure 5: Screenshot from the recommendation tab



Once the BC clicks the ‘Submit’ button shown in Figure 5 above, the Recommendation state will change to ‘Management Response submitted’ in TM+.

The BC also has the option of accessing the observations and recommendations from the **Response Tracking** area in TM+. The auditors and business contacts can send and receive responses from each other on issues/recommendations before releasing to Issue Tracking for remediation.

The Response Tracking area displays:

- A list of all Recommendations in Management Response workflow states;
- Details of each Recommendation and its related issue; and
- Links directly to the Response Tracking details form.

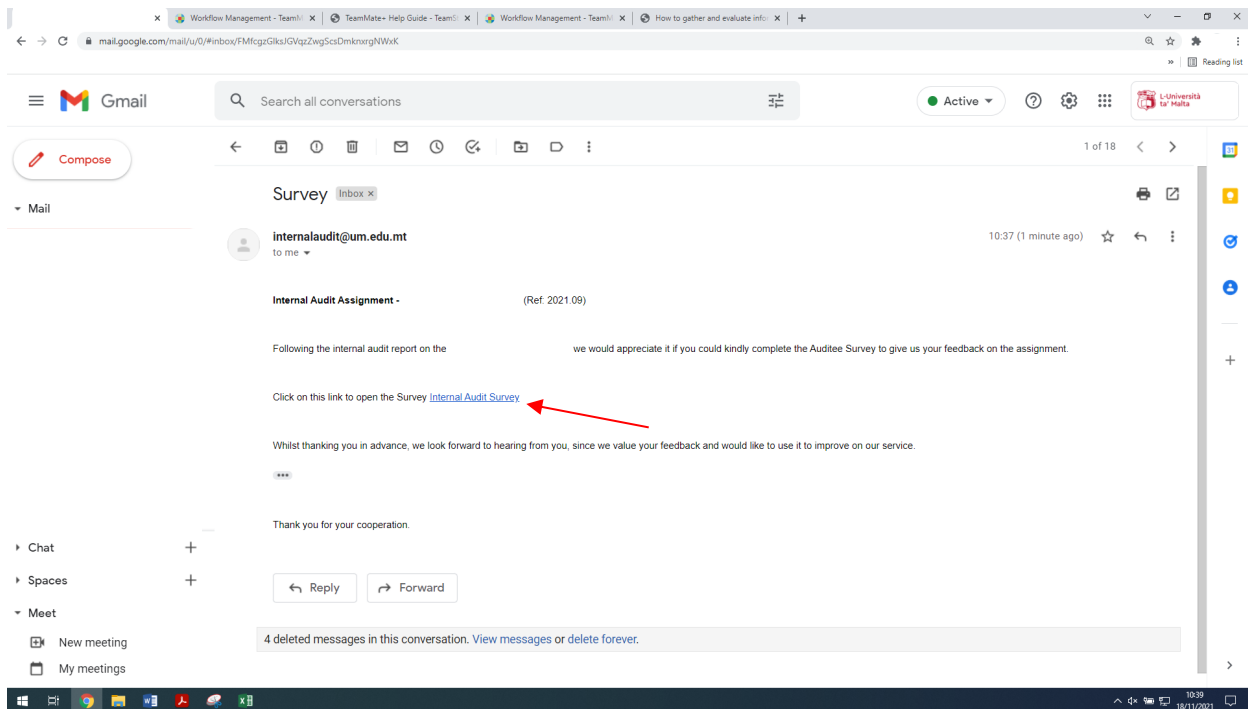
Once the management response is submitted, the internal auditor will review the management response and if in agreement, the Recommendation Status will be updated to 'Management Response Accepted. After receiving the management comments on the observations and recommendations, a final report including IAF's final comments is generated from TeamMate+ to be sent to the auditee together with the action plan.

(iii) Completing the Internal Audit – Auditee Survey

At the end of the audit and following the issue of the final audit report, the auditee is requested to complete a survey to provide feedback on the internal audit assignment carried out.

The BC will receive a notification via email to complete the survey as shown in figure 6 below:

Figure 6: Notification received via email by Business Contact / Business Reviewer



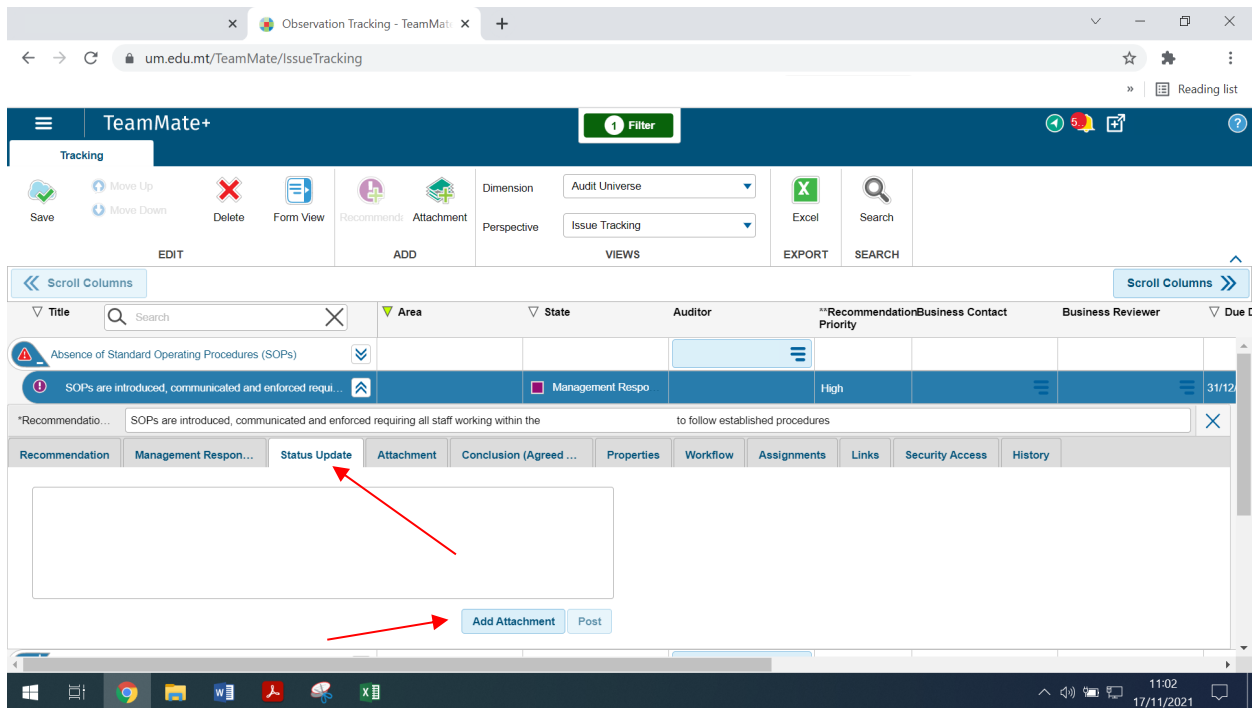
The BC will click on the notification link in the email to access the survey and complete it.

4. HOW ARE BUSINESS CONTACTS INVOLVED IN THE FOLLOW-UP OF PENDING RECOMMENDATIONS IN TEAMMATE+?

After the internal audit assignment is completed, the BC will continue to be engaged in the audit process in TM+ by providing status updates and follow-ups on outstanding issues. Progress is tracked in the audit software as the BC in the respective F/I/C/S works to implement the recommendations to resolve the issues found.

In order to be able to provide updates on the pending recommendations which are due, the BC will log in TM+ and will input any updates in the tab 'Status Update'. Supporting documentation can also be uploaded to show how recommendations have been implemented. This can be done from the 'Add Attachment' icon. Refer to figure 7 below:

Figure 7: Status Update tab in Issue Tracking



The BC will start receiving reminders for each pending recommendation 30 days prior to the expiration of the Implementation Due Date. These reminders are generated automatically through TM+ and are received via email.