



# Governance, Risk and Compliance (GRC) System

## Internal Audit Action Analytics

Business User Training – October 2024

# Acknowledgement of Country

The University of Queensland (UQ) acknowledges the Traditional Owners and their custodianship of the lands on which we meet.

We pay our respects to their Ancestors and their descendants, who continue cultural and spiritual connections to Country.

We recognise their valuable contributions to Australian and global society.



# Session Structure and Housekeeping

- ✓ This training session will be recorded for training purposes and shared with our colleagues who cannot attend. The recording and slides will be available by the end of the week.
- ✓ Please type your questions in the chat or save them until the end, we will host a Q&A at the end.

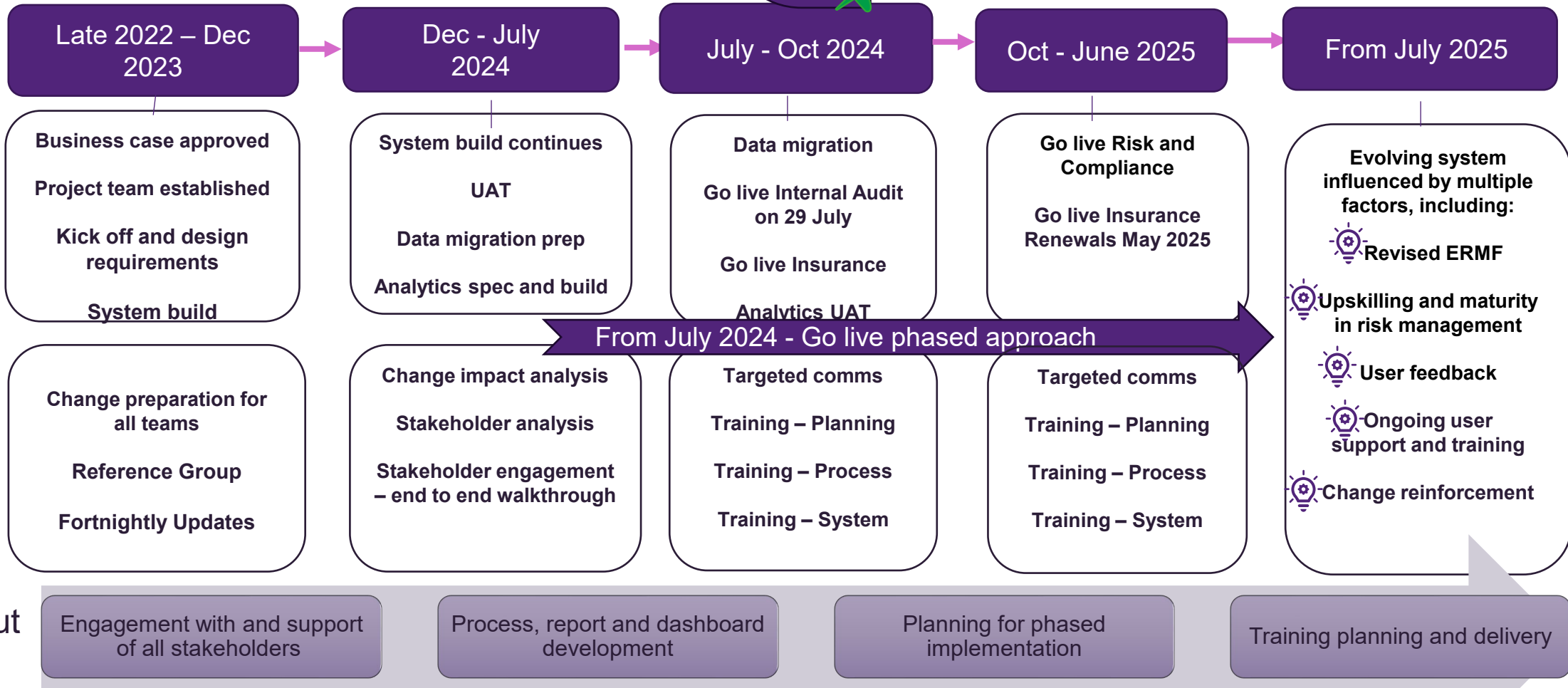


# Session Objectives

1. Understand how to access the Analytics module and the dashboard that you will need to manage and monitor Internal Audit actions
2. Understand what data you should have access to
3. Understand how to navigate the Actions Dashboard and what each of the components means for Internal Audit Actions
4. Understand how to save custom views

# GRC System Project timeline

We are here



Protech.ERM is a leading GRC supplier selected to implement this solution for UQ.



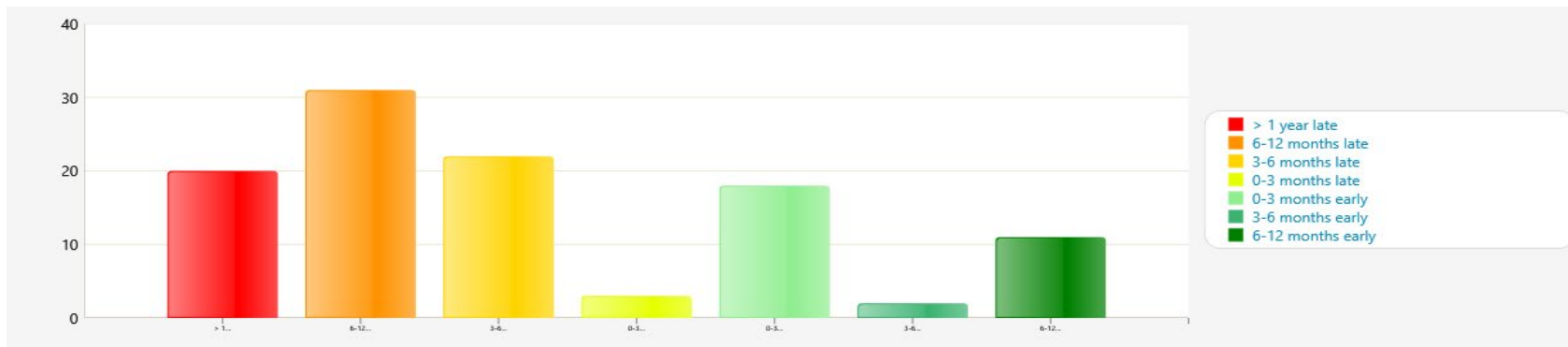
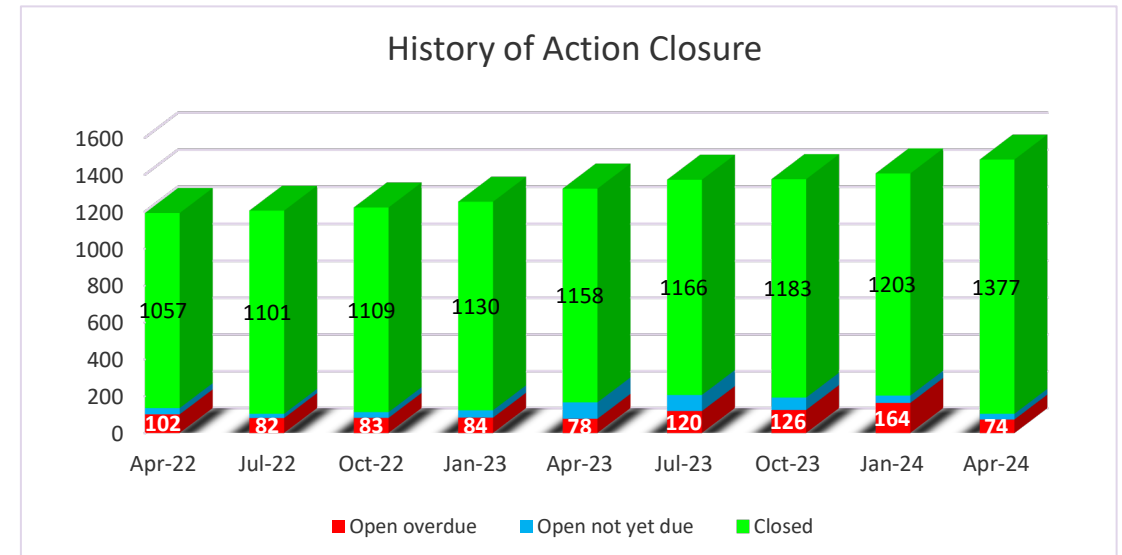
# The new GRC System - Internal Audit

A Governance, Risk and Compliance (GRC) System is being implemented as a significant step in enhancing our risk management capability across the University. The GRC System will result in an improved approach to how we do risk management at UQ by providing improved visibility, accessibility, reporting capability and a consistent approach to internal audit, risk, compliance, and insurance across the University.

The current business process	The new GRC System
Internal Audit: <ul style="list-style-type: none"> <li>• System for action tracking that is end of life</li> <li>• Excel updates</li> <li>• Poor visibility of open actions for business users</li> <li>• Limited automated reporting</li> <li>• No automated audit work paper (back office) system</li> </ul>	<ul style="list-style-type: none"> <li>• Single action register for Internal Audit, Risk, Compliance and Insurance. Shared terminology for common understanding.</li> <li>• Ability of business users and action owners to provide real-time action updates driven by notifications.</li> <li>• <b>Real-time visibility of Internal Audit action statuses within business units (for managers) and across business units (for those at USET and COO direct reports levels).</b></li> <li>• Improved automation of reporting to Committees.</li> <li>• Improved connectedness of Internal Audit to Risk and Compliance through the use of shared risk, control and cause libraries.</li> <li>• New system for recording audit work papers and automating audit process.</li> </ul>

# Internal Audit Action Closure History

1. We have had an action tracking system in place for almost 10 years
2. Action aging has historically been poor and is a source of frustration for VCRCC and SRAC
3. On average it has taken UQ 419 days (1.15 years) to close Internal Audit actions. This is 419 days of additional risk exposure!
4. Our aim is to work with you to reduce this time to closure, to improve UQ's risk management.



# GRC System Terminology

1. **Register** - a configured space for multiple records in the system
2. **Central Library** - a register for standard data used across the system
3. **Form** - a customised space within a register containing fields for data entry
4. **Record** - an individual entry within a register, each assigned a unique ID
5. **Analytics** - custom built reports or dashboards displaying data from within and across registers
6. **State** - the stage or status of a record (e.g. Open, Closed, Under Review)
7. **Transition** - the movement of a record between a state



# Terminology for Action Dashboard

1. **Open Action** – An agreed action from an IA report which has been recorded in the GRC system by IA team after the audit and Status has been changed to “Open”. This should be visible to you in your My Tasks and Action Register if you are an Action owner. “Completed” actions are included as “Open” actions for dashboard purposes.
2. **Overdue Action** – An action where today’s date exceeds the original due date of the action.
3. **Slipped Action** – where the current due date of an action has changed from the original due date
4. **Components** – individual charts, graphs and tables within a dashboard.



# Roles in GRC for Internal Audit Actions

1. **Action Owner** – Person responsible for implementing an action that is assigned to them in the system. Will be responsible in new system for providing ongoing status updates for actions and providing evidence to close out actions. (This is assigned and agreed in the Internal Audit Report. This will often be the same person as the Control Owner).
2. **Action Proxy** – Person that has the authority to respond to actions and make status updates and provide information on behalf of the Action Owner. (The Action Proxy role for Internal Audit actions is only available for USET members. The Action Proxy does not take on the responsibility of the Action Owner but assists the Action Owner in executing their duties).
3. **Reporting Co-ordinator** – Person responsible for assisting the responsible owner with oversight and monitoring of open actions for the portfolio or function as a whole. Available for USET members, functional owners and members of senior management in addition to existing access of these members to their portfolio and function reporting and dashboards.



Only Action Owners or Action Proxies will have permission to update action information in the GRC system.



# Roles in GRC for Internal Audit Actions

4. **Senior Executive** – USET member ultimately accountable for the strategy and operations of the portfolio where the action owner reports into.
5. **Functional Owner**– Senior manager/ Executive reporting directly to a USET member, who is ultimately accountable for the strategy and operations of the function where the action owner reports into.
6. **Accountable Manager**– Senior manager/ Director reporting directly to the Functional Owner, who is accountable for the strategy and operations of the business area/ process where the action owner reports into.



# Roles and Permissions within the GRC System

HR Sub-delegation	UQ Role	System Role	What does the role do?	What can they see/do in the system?
1 and 2	VC, Provost,, COO, DVCs	<b>ELT &amp; General User</b>	<ul style="list-style-type: none"> <li>High-level user not involved in daily operations, interested in reports and overviews to drive actions and ensure compliance for their part of the university and for the University as a whole.</li> </ul>	<ul style="list-style-type: none"> <li>Data for their business unit and other USET Member business units (and below)</li> <li>Forms which they have been entered into as a responsible user, and edit of same</li> <li>Create data, where permission allows</li> <li>View and extract existing reports</li> </ul>
3	Other USET, Institute Directors, Exec Deans, COO direct reports, Directors, Academic Registrar	<b>ELT &amp; General User</b>	<ul style="list-style-type: none"> <li>High-level user either directly or indirectly involved in daily operations, interested in reports and overviews to drive actions and ensure compliance for their part of the university.</li> </ul>	<ul style="list-style-type: none"> <li>Data for their business unit and other USET direct reports business units (and below)</li> <li>Forms which they have been entered into as a responsible user, and edit of same</li> <li>Create data, where permission allows</li> <li>View and extract existing reports</li> </ul>
4	Directors, Deputy /Associate Directors, Heads of School, Associate Deans FEMs, DIOs,	<b>Manager &amp; General User</b>	<ul style="list-style-type: none"> <li>High-level user either directly or indirectly involved in daily operations, interested in reports and overviews to drive actions and ensure compliance for their team.</li> </ul>	<ul style="list-style-type: none"> <li>Data for their business unit and below</li> <li>Forms which they have been entered into as a responsible user, and edit of same</li> <li>Create data, where permission allows</li> <li>View and extract existing reports</li> </ul>
5	School Managers, Deputy HoS, Deputy Directors, Associate Directors, Senior Managers	<b>Manager &amp; General User</b>	<ul style="list-style-type: none"> <li>High-level user either directly or indirectly involved in daily operations, interested in reports and overviews to drive actions and ensure compliance for their team.</li> </ul>	<ul style="list-style-type: none"> <li>Data for their business unit and below</li> <li>Forms which they have been entered into as a responsible user, and edit of same</li> <li>Create data, where permission allows</li> <li>View and extract existing reports</li> </ul>
6 and 7 plus other staff	Managers, Supervisors, all other staff	<b>General User</b>	<ul style="list-style-type: none"> <li>System end-user involved in daily operations within their business area, responsible for actioning risk, audit, compliance and insurance tasks.</li> </ul>	<ul style="list-style-type: none"> <li>Data they have entered, or forms which they have been entered into as a responsible user</li> <li>Create data, where permission allows</li> <li>View and extract existing reports</li> </ul>
N/A	Staff of Risk, Compliance, Internal Audit, Insurance	<b>Super User</b>	<ul style="list-style-type: none"> <li>System specialist overseeing data entry and business processes for their respective module.</li> </ul>	<ul style="list-style-type: none"> <li>All data for their module of ownership</li> <li>Create, edit, delete data</li> <li>View, create and extract reports</li> </ul>

# Internal Audit – Analytics



1. Internal Audit Action Dashboard demo



2. Examples of other Dashboards



3. Next Steps

## 3. Next steps

- ➔ Access to the production environment
  - ➔ A number of different types of dashboards are being developed
  - ➔ Business users should have all dashboard access already but should only access and use the **Action Dashboard** as demonstrated.
  
- ➔ Resources
  - ➔ GRC Systems Training Hub: <https://systems-training.its.uq.edu.au/systems/governance/governance-risk-compliance/internal-audit-module>
    - ➔ Session recording and slides will be available by the end of the week
    - ➔ Protecht generic analytics video available for further support
    - ➔ All training material is located in the Systems Training Hub



# Questions and Feedback

- Questions?
  - Answer now
  - Email the Internal Audit Team: [internal-audit@uq.edu.au](mailto:internal-audit@uq.edu.au)
- Feedback
  - Your feedback is important to us 😊. Kindly let us know if this session provided sufficient information to effectively manage the Internal Audit Action Dashboard in the GRC System and if the learning objectives were achieved by completing this survey: <https://forms.office.com/r/yYrTXPMHDY>

