

# INTERNAL AUDIT IN THE AGE OF REMOTE WORK

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**REMOTE AUDIT AS THE NEW NORMAL**

**NEW TECHNOLOGIES, SYSTEMS AND AUDIT PROCEDURES  
IN DIGITAL ERA**

**SECURITY AND COMPLIANCE CHALLENGES**

**EFFECTIVE COMMUNICATION, COLLABORATION  
AND MONITORING**





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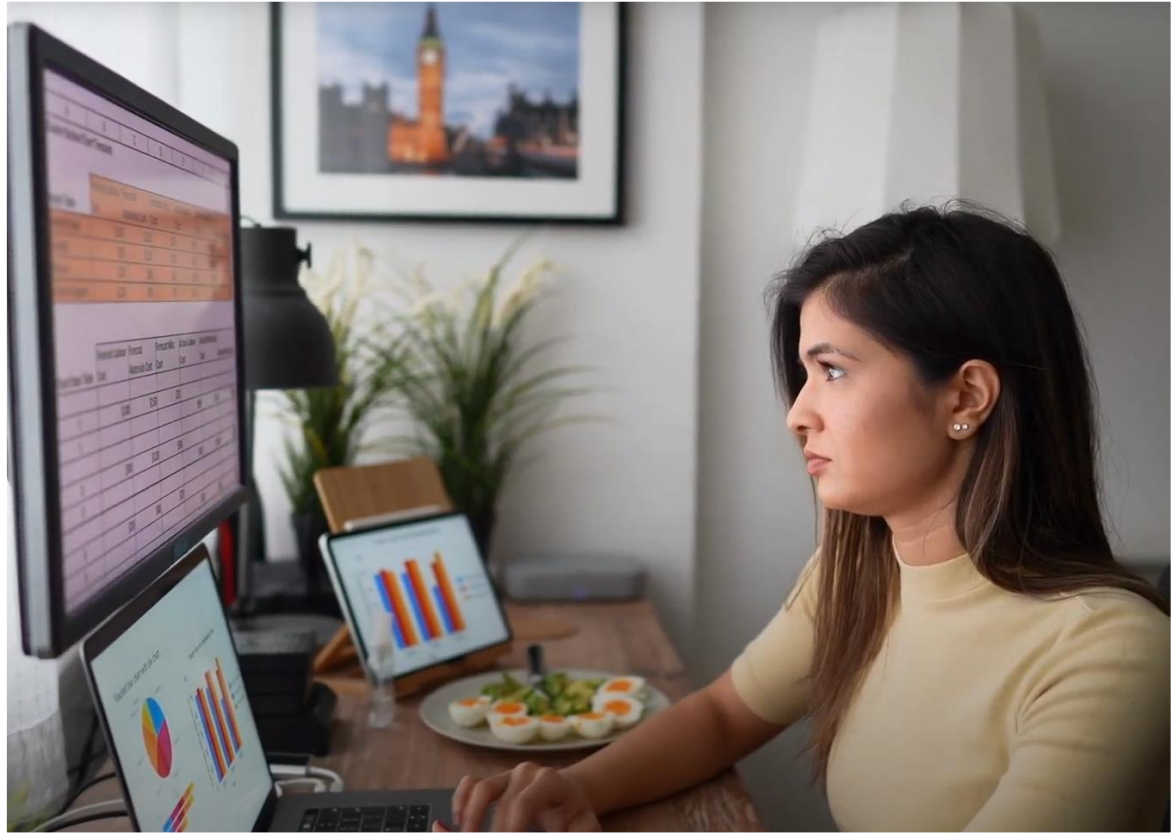
**EFFECTIVE COMMUNICATION, COLLABORATION  
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## REMOTE AUDIT AS THE NEW NORMAL

- Traditional/on-site auditing
- Office Vs. Work from Home
- Hybrid – most preferred

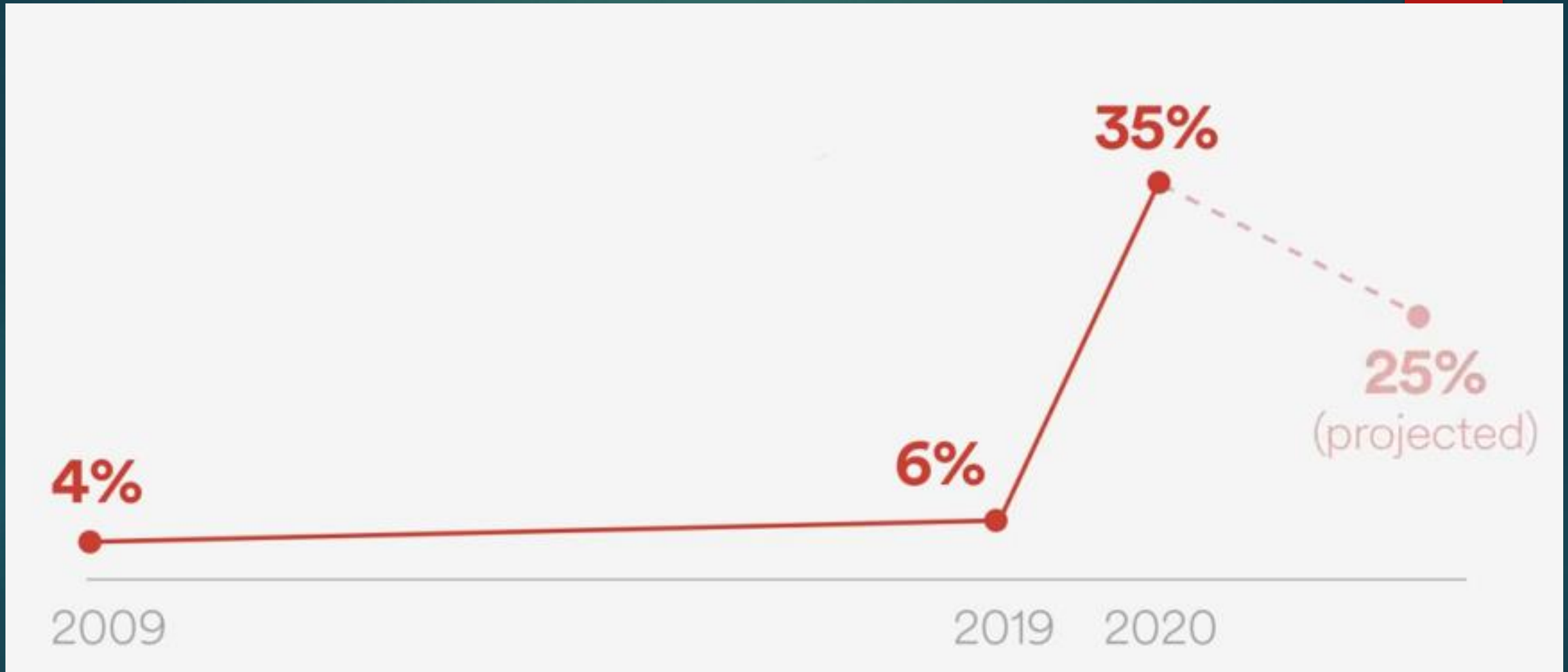


Companies are facing two major challenges:

- **Digital transformation**
- **Sustainable development**

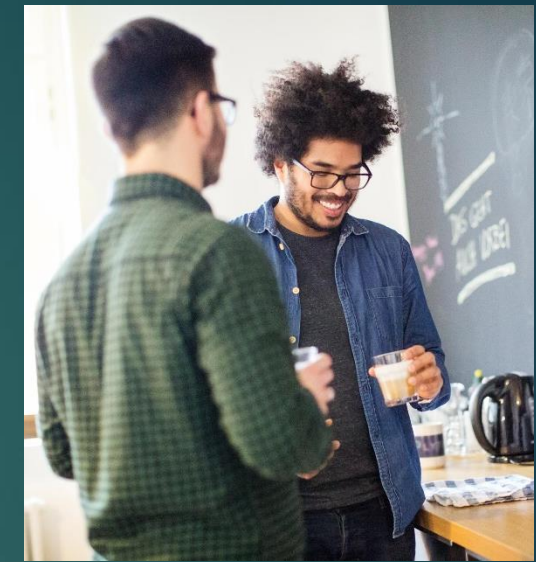
Internal Audit must follow both!

# % of employees working remotely



Source: McKinsey, NCCI, 2021

# ESG strategy



## Environmental:

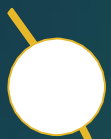
- commuting time,
- business travel,
- reducing office space
- CO2 footprint of the company

## Social:

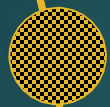
- company's attractiveness as an employer
- combine childcare and work,
- equal opportunities,
- diversity







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# On-site

- ▶ Face-to-face contact
- ▶ Body language
- ▶ Small talks
- ▶ Auditees want to share more
- ▶ Quick drop-in meetings to clarify or confirm understanding
  
- ▶ Time consuming
- ▶ Book meeting rooms

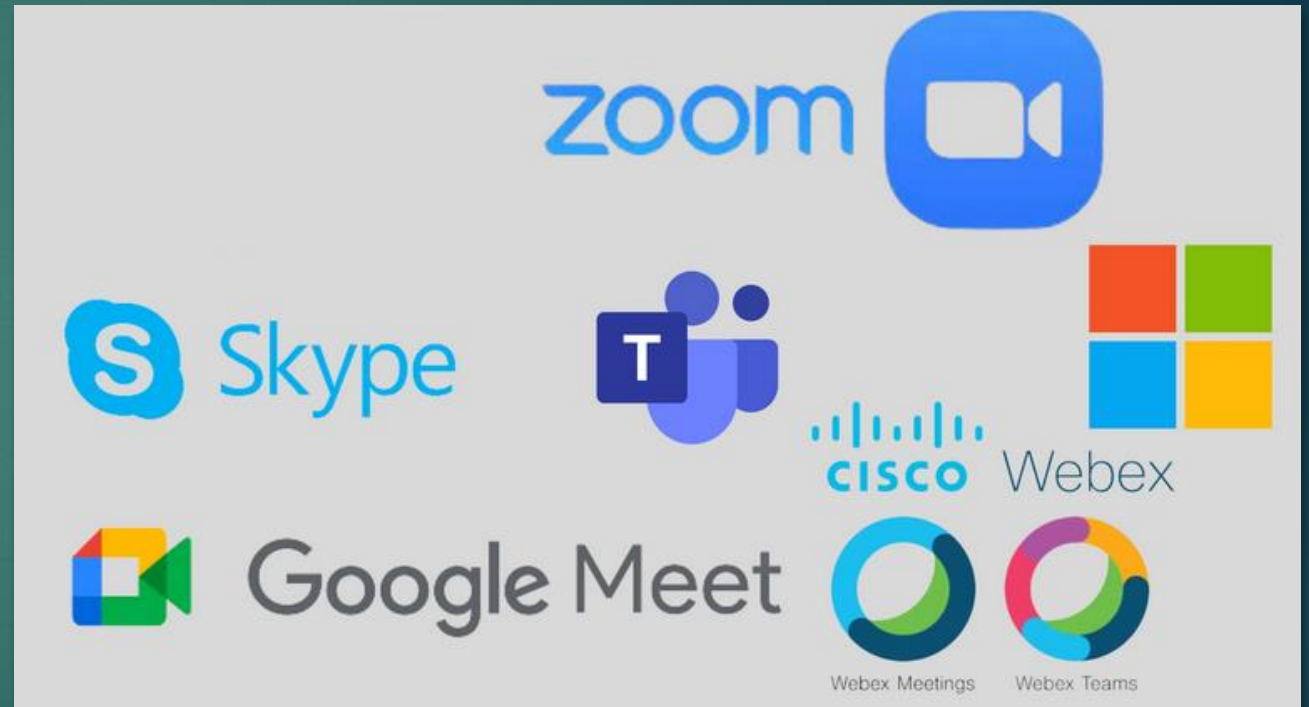


# Saved Time and Money by Using Technology

Reliable, safe and easy to use platforms

- ▶ quick chat
- ▶ video meetings
- ▶ share screens
- ▶ share and edit documents
- ▶ schedule and divide tasks
- ▶ No additional licenses required

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# Remote Audits – Planning phase

Planning – key to success

Identify Key contact person based on responsibility, competency and availability

Consider increased IT security risks

Define delivery methods / file transfer limits

Assess possibility for remote access / previous audits

Third party systems / legacy tools

Pre-define clear timelines - delays are more common

# Remote audit - execution:

- ▶ Virtual working environment
- ▶ Different communication skills
- ▶ Camera on - off
- ▶ Technical issues during meetings
- ▶ Follow up on set timelines, timely escalation is critical
- ▶ Documents are typically stored in the cloud for a low fee and can be accessed from anywhere.
- ▶ Limitations in evidence gathering
  - ▶ PDF scans
  - ▶ print screens
  - ▶ attendance reports
  - ▶ walkthrough meeting recordings

**WITH REMOTE AUDITING COMES A HIGHER RISK OF MANIPULATION OF EVIDENCE**

Marketing Review

Chat People Raise React View Notes Apps More Camera Mic

Babak Shammass Danielle Booker

Protection Numbers Styles Cells Editing

Likelihood to Benefit from the Use of Accessible Technology by Type of Difficulty/Impairment among Work-age Adults 18- to 64-years-olds \* Source: Study commissioned by Microsoft, conducted by Forrester Research, Inc.

Difficulties and Impairments among Working-Age Adults

The table in Figure 1 represents the numbers of working-age adults (in millions) who have each type of difficulty or impairment defined in the survey.

Very Likely Likely

Disability	Likely (millions)	Very Likely (millions)	Total
Visual	274	18.5	45.9
Dexterity	31.7	12.0	43.7
Hearing	32.0	4.3	36.3
Cognitive	29.7	3.8	33.5
Speech	4.3	1.9	6.2

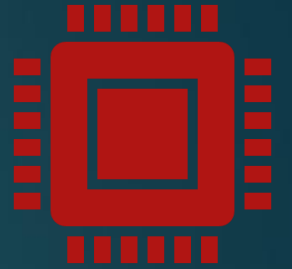
Zoom: 125%

Likelihood to Benefit from the Use of Accessible Technology by Type of Difficulty/Impairment among Computer Users

Disability	Likely	Very Likely	Total
Visual	21.9	11.1	33.0
Dexterity	24.4	6.8	31.2
Hearing	24.0	2.5	26.5
Cognitive	19.5	1.7	21.2
Speech	2.5	1.1	3.6

# Digital products audit procedures

- ▶ Understand details how the process works
- ▶ Focus on automated controls
- ▶ Check if manual interventions by employees/clients are possible and to what extend
- ▶ Deep dive analytics help develop more representative sample
- ▶ Check if written codes against approved rules are working as expected
- ▶ Interface with core banking systems and other satellite systems
- ▶ Password security controls / Multi-factor authentication
- ▶ Automated notifications (changed password, personal data ...)
- ▶ Logs - availability and information kept / version (source) control software
- ▶ Video recordings match with logs
- ▶ Analyze recurring OP risk incidents



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- Data confidentiality and privacy
- File sharing with external parties (co/outsourcing, consultants, subsidiaries)
- Public networks (trains, airports, coffee shops ...)

SECURITY RISK

- Easy access, fast performance, minimum disruptions

Vs. DATA SECURITY

- Remote access infrastructure / SaaS



## Multi-factor authentication



# SECURITY RISK



Use a VPN, Cloud ...



Enforce strong authentication



Manage devices and endpoints



Limit and monitor access



Educate and train users



Review and update regularly



**Time to change your password**

Your password will expire in 3 days.

[Change it now →](#)

## “Can I work from anywhere?”




- Where an employee works matters – a lot
- Compliance burdens for employers
- Tax implications for employees

# EU TELEWORK LEGISLATION

*“Form of organizing and/or performing work, using information technology, in the context of an employment contract/relationship, where work, which could also be performed at the employer’s premises, is carried out away from those premises regularly.”*

## *Regulations on telework vary across Member States*

- ▶ *EU Framework Agreement on Telework (2002)*
  - ▶ *Framework Directive on Safety and Health at Work (Directive 89/391 EEC)*
  - ▶ *Directive 2003/88/EC of the European Parliament and of the Council (2003)*
  - ▶ *Resolution on the Right to Disconnect (2021)*
  - ▶ *Framework Agreement on Cross-Boarder Telework (TWA) (2023)*
  - ▶ *Labor Laws*
  - ▶ *Collective agreements*
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EFFECTIVE  
COMMUNICATION,  
COLLABORATION  
AND MONITORING

- **Hiring new colleagues**
- **Onboarding program**
- **Daily communication**
- **Jour-fix meetings**
- **Meet in person / team building**

# WE ARE HIRING

# JOIN OUR INTERNAL AUDIT TEAM

## OPEN POSITION



**VLADIMIR**

### Professional Profile

Experienced Certified Internal Auditor with 20+ years experience in multi-disciplinary audit leading media and technology companies. Highly capable analyst with proven skill in project management, adhering to assigned budgets when leading large-scale projects, meeting timelines, and risk assessment.

### Core Skills

- SAP Assessment
- End-to-end Project Oversight
- Internal & External Audit

### Career Summary

**Jun 2016 - Present**      **Stream Media, Leicester**  
**Auditor, Internal**

*Outline*

Coordinate and conduct internal audits for a leading UK media company with an annual turnover of £5.4 million, covering various financial, operational, and compliance areas for the organisation.

*Key Responsibilities*

- Lead and execute audit test plans effectively including risk assessment
- Prepare and present results of each audit to management
- Set and work to project deadlines and work within budget
- Oversee the day-to-day management of projects and ensure timely completion
- Manage the completion of assigned areas for audit
- Conduct critical assessments of audit evidence and identify issues or SOX deficiencies for the assigned areas
- Assist Directors in developing the annual audit plan
- Support and mentor less experienced team members and recommend them for further training

*Key Achievements*

- Achieved full integrity and accuracy scores of audit reports in 2019 and 2022.
- Implemented an improved procedure for data analysis, reducing the time for audit to be completed one month early, reducing operational risk.



- ▶ Hiring process
- ▶ Virtual interviews
- ▶ Face-to-face meeting



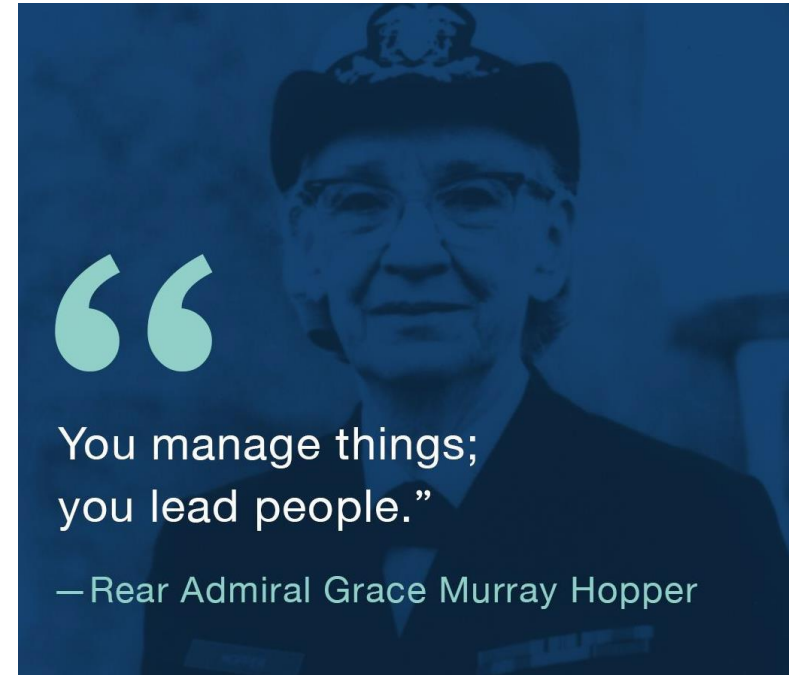


Onboarding  
new  
colleagues



## Manage your team remotely

- **Make yourself available – talk with everyone**
- **Turn on your camera!**
- **Schedule (bi)weekly team meetings – jour fix**
- **Be flexible, but keep focus on goals**
- **Practice patience and empathy**
- **Delegate better – demonstrate trust in others**







**NOT DELEGATING**  
*well, not enough ;)*



**HELICOPTERING**  
*how is it going?*



**MY WAY...**  
*is definitely the best*



**FORWARDING**  
*without proper context*

Common mistakes in delegating tasks

# On-line meetings in data



**10 - 20** %

more meetings  
during and after pandemic



**67** %

of all meetings  
are seen as  
waste of time



**92** %

participants multitasks  
during online meetings

55% of remote workers think that a majority of meetings “could have been an email.”

Source: Harvard Business Review

## WORKING FROM HOME

EXPECTATION:

REALITY:



too much screen-time  
back-pain  
headache  
sleep deprivation  
few extra pounds  
low energy  
mental health

## REMOTE WORKING IS TAKING ITS TOLL

# SUMMARY

- Flexibility matters
- Remote audit with more flexible working patterns will continue to play a significant role in the future
- Internal audit must adopt to new virtual environment and more digital processes
- Consider security risks and privacy at every stage of audit
- Respect compliance boundaries
- Meet your team regularly – nothing can replace face-to-face
- Visibility of internal audit is very important

# Q&A

