2. Better customer service and better governance

Service Level Agreements (SLAs) will guide how the Internal Audit Shared Services Centre provides services to MDAs. The SLAs will be underpinned by standard operating procedures on how audits are conducted. With the support of the latest auditing technology, this allows for more efficient and effective auditing and overall improvements in the way GOJ audits are documented and reported.

3. Clearer line of sight of roles and responsibilities

By establishing an audit hub, the roles and responsibilities for each auditor will be clearly defined in their scope of work. This will allow the auditors to better understand what is expected and how each task is to be executed as well as the protocols for actions.

4. Innovative integration of ICT in the auditing processes

With the procurement of an upgraded **TeamMate+** software, auditors will have at their fingertips, access to complete audit trails including user actions, document edits, hyperlinks and deadlines. Furthermore, this enables audit files to fully substantiate findings and can withstand the scrutiny of external reviews. The upgraded platform also removes the need for manual data collection and reporting. Audit plans and project management reports will now be generated in matter of minutes.

These improvements will allow for easier reviewing and better time management of the auditing processes. It will also facilitate better management of resources as it allows auditors to set more realistic timelines and expenses during the project planning phase.

Features of TeamMate+

- Issue management
- Personalised working views
- Advance reporting
- Simple & elegant user interface

To learn more about Shared Corporate Services:
Email: letusknow@transformation.gov.jm
Visit: publicsectortransformation.gov.jm

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Internal Audit Shared Services

Overview

The Government of Jamaica (GOJ) has a strategic objective to improve public sector efficiency and effectiveness. As a part of the efficiency drive, the GOJ is introducing Shared Corporate Services (SCS) in seven operational areas: human resource management, finance and accounts, asset management, procurement, information and communication technology, internal audit and public relations and communication.

The introduction of SCS in the public sector allows for the delivery of administrative or support functions from several ministries, departments and agencies (MDAs) through a single entity, whose primary mission is to provide services as efficiently and effectively as possible. This will enable MDAs to focus on their core functions.

Internal Audit Shared Services

Internal Audit Shared Services will revolutionise the way internal audits are conducted in the public sector. Under this new way of conducting audits, the processes will be powered by technology and utilise a wide range of skills and expertise to provide high quality analyses and reports. In the initial phase, the Centre's operational functions will focus on providing core assurance services but will expand over time.

The Centre will serve as the audit hub for the GOJ. It will enable:

- Wider and more efficient mobilisation of internal audit resources across the public service
- Better integration of technology in the auditing processes
- More effective tracking of control mechanisms
- Defined processes and policies that can guarantee excellent service delivery
- Advanced quality assurance

Four key benefits:

1. **Increased audit coverage for the public sector**

   Internal audits will be conducted by a team of auditors, with the most appropriate skillset, that will be deployed as needed. This will enable better audit coverage and efficiency gains in the audit processes in each entity. Importantly, this approach enables timely completion of audits and the ability to recommend remedial actions and control mechanisms in government operations.

How will work be done in the Internal Audit Shared Services Centre?

Accessing the Centre
01

Chief Audit Executives (CAEs) will be able to submit their annual audit plans via **TeamMate+** to the Centre. The Accounting Officers will also be able to make requests via the software.

Assignment of Work
02
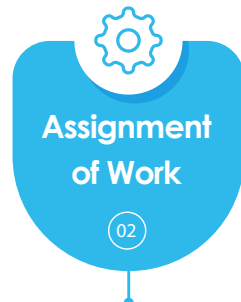
The work will be assigned following the annual planning process. The Internal Audit Shared Services Centre will ensure efficiency and effectiveness in the audit process through thorough planning. **TeamMate+** features new and improved templates to enable effective planning, tracking and management of each engagement.

Execution of Audits
03

Each audit will be performed based on a fit-for-purpose approach and methodology. This will ensure efficiency and elimination of duplication.

Audit Reporting
04

Following the audit, a report will be generated using the built-in reporting templates in **TeamMate+**. Issues can be raised and addressed by process owners in real time via the software.

Audit Follow-up
05

Where follow-up is necessary, the **TeamMate+** software comes with enhanced issue-tracking features that enable the configuration of reminders to process owners and provide updates on remediations in a timely manner.