

Virtual Auditing – AFDO

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Response Timeline to COVID





Initial Response Grounded Travel Work From Home March - April 2020



Virtually Audit?
Internal Locations
Gather Learnings
April – May 2020



Technology
IT Support
External Software
May 2020 →



Program Review Policy/Procedures Virtual/Blended May – June 2020



Leverage Learnings
Pros/Cons Virtual
Traveling Again
June 2020 →

Virtual Auditing?



- No Visitors
- No Protocols
- Video/Document Sharing - Yes

Virtual Audit

Blended Audit

- Visitors Ok
- Some Protocols
- Video No Document - Yes

- Visitors Ok
- Protocols Good
- Video/Document Sharing - No

On-Site Audit

Technology



Document Review

Exchange and Review of Paperwork

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Microsoft Teams WebExMicrosoft SharePoint Zoom

Email
 WhatsApp

Facility Tour

Review of Infrastructure and Behaviors

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• Android <u>Google Glass</u>

iPhone <u>Microsoft Hololens</u>

iPad <u>Sightcall</u>

Virtual Audit Benefits



Record Review

- Review Offline: Thorough read by auditor
- Facility Prep Ahead: Time to gather

Interviews

- Held Offline: Employee not distracted
- Held in Office: Quiet, Conversation Easier

Costs

- Technology: Additional annual costs
- No Travel: Reduction in Business Expenses

Virtual Audit Hurdles



Technology

- Connectivity Issues; Wifi / Cellular
- Device/Software: General Tech Expertise / Knowledge

Environment

- Camera Visual: Limited 2D, and No Peripheral
- Audio: Facility is Loud and harder to guide/hear

Time

- Facility Tour: Guidance / Connectivity
- Document Review: Prep Work / Review Offline

Fraud

- Location: GPS Confirmation
- Facility Layout: Confirm seeing whole facility



Thank You