

A photograph of two rock climbers on a steep cliff face. The climber at the top is wearing a blue helmet, a white long-sleeved shirt, and blue pants. The climber at the bottom is wearing a red jacket, a white helmet, and light-colored pants. They are both secured with ropes and harnesses. The background shows a vast, mountainous landscape under a clear blue sky.

How to Gain IT Expertise Through An IT Audit & Assurance Partnership

IT Internal Audit Support
IT Controls Review
Compliance Review
Data Analytics
IT Risk Assessment
IT Project Governance

Certitude
TECHNOLOGY RISK SERVICES

IT Audit & Assurance

What is Different About Our Approach?
We use proven methodologies that ...



How Important is IT Audit & Assurance?

How do you ensure adequate understanding and sufficient coverage of IT in your audit and compliance programs?

Managing IT risk requires considerable technical expertise. However, it's not always practical for some organisations to develop and maintain staff with suitable IT knowledge and expertise.

How can Certitude Help?

Certitude understands IT risk. Our experience comes from a history of working in industry, consulting, and audit.

We provide resources and IT expertise to help you manage and perform your IT audits and reviews in compliance with professional IT audit standards (e.g. ISACA™) and the Institute of Internal Auditor's Global Technology Audit Guides (GTAGs), and our IT audit approach adopts the COBIT® Framework for the governance of IT.

What Expertise do our Consultants have?

Certitude's consultants are IT subject matter experts who have held senior IT audit and risk management positions in a wide range of industries.

They can recommend practical risk management strategies that are optimised to your organisation's business objectives, improve existing controls, and minimise costs.

Our Services Include:

- IT Internal Audit Support
- IT Controls Review
- Compliance Review
- Data Analytics
- IT Risk Assessment
- IT Project Governance

Who are some of our clients?

Major Australian Banks, Global Mining & Resources Companies, Government, Financial Services & Insurance, 'Big Four' Accounting Firms, Global IT Integrators, Utility Companies



IT Internal Audit Support

Where do you find the right expertise for internal audit?

How do you develop your team's IT knowledge?

Certitude's IT subject matter experts, with their wealth of relevant industry experience, can enhance your team's capabilities.

We work with your staff to ensure they understand issues, increasing their confidence to make informed decisions. This can lead to greater job satisfaction and staff retention.

We can:

- Give you easy access to the experts you need for your IT audits
- Conduct IT Risk Assessments that support your Internal Audit Program
- Provide co-sourced or out-sourced IT IA Support where needed

IT Control Review

How do you know you are up to date with all the latest IT threats and risks?

How do you ensure your controls are well designed and operating effectively?

Certitude uses its risk management expertise to perform a wide range of IT control reviews.

We use of the latest research to evaluate the design and operational effectiveness of your internal controls.

We can:

- Help you better understand your IT controls through control maturity assessment against good practices
- Perform general IT controls reviews
- Perform in-depth and targeted IT reviews (e.g. change management, disaster recover, security, project management)

Compliance Review

How do you balance the need for compliance with practicality and cost?

Certitude can align your IT risk management to your compliance requirements and make practical, cost effective recommendations.

We can:

- Work with you on all your compliance requirements, including matters relating to privacy, workplace surveillance, fraud, data classification and health records.
- Provide specialist consultancy on IT related compliance areas such as PCI-DSS, NPPs, ISO 27001, APRA's Prudential Practice Standards & Guides, and the Protective Security Policy Framework (PSPF)

Case Studies

Insurance Company

Challenge: The internal audit department of a leading insurer did not have up to date specialised knowledge and skills to review IT systems.

Solution: Together with the internal audit manager, we conducted a number of internal audit IT reviews. These included work on disaster recovery, payroll data analytics and a claims system review.

Our reviews were conducted in full accordance with industry standards such as the COBIT and ISACA® guidelines.

Our reports recommended a number of significant improvements for strengthening business and IT controls.

Value: Our recommendations were adopted resulting in an increased assurance that controls were well designed and operating effectively.

Government Department

Challenge: Our client is responsible for implementing a major government-wide IT strategy.

Certitude was requested to perform a review to ascertain our clients' capability to deliver the agreed service levels to customers.

Solution: Our work reviewed key ICT controls related to the service level agreements. This included analysis of the processes for incident management, change management, data backup and restore, disaster recovery and information security.

Our reporting included evaluation of internal controls and made recommendations based on the desired level of control maturity.

Value: Our report was delivered to the relevant minister and agencies, and provided an independent assessment of our client's readiness to achieve the agreed service levels.

Telecommunications Infrastructure

Challenge: Our global, NY stock exchange listed client is required under Sarbanes-Oxley legislation to ensure that its IT processes support production of accurate organisational and financial information.

Solution: Certitude tested the IT controls related to SOX compliance prior to the formal tests by its external auditor. Certitude also reviewed the client's IT SOX submission in support of SOX compliance.

Value: The US head office gave a high level of praise for Certitude's chosen approach and adopted many aspects of our work into the organisation's global compliance program.

IT Audit & Assurance

Data Analytics

Do you leverage data analytics to support your audits and investigations?

How do you manage and analyse a host of complex data sources?

Certitude can work with all kinds of data sources and identify relationships between them - aiding audits and investigations into issues such as fraud, non-compliance and misconduct.

We can:

- Use our expertise to reduce the delays and difficulties commonly associated with identifying and receiving data in the correct form for effective analysis
- Ensure rapid reporting by using established analysis tools and methods to locate information including payroll data, credit card information and access control records

IT Risk Assessment

Is Information Technology (IT) properly considered as part of your overall risk assessment?

Certitude's IT expertise allows us to differentiate between real business risk and IT controls deficiency.

We aim to provide a wide range of practical recommendations. We recognise that adding more controls is not always the answer and appreciate that effective risk mitigation is often better achieved via process improvement rather than technology changes.

We can:

- Optimise your risk assessment by considering IT risks within the context of overall business objectives.
- Leverage your current controls and avoid adding costly new controls.

IT Project Governance

How does your organisation manage its portfolio of IT projects?

Certitude understands that good governance is a mechanism that ensures organisations manage their projects and programs in full accordance with their corporate and strategic goals.

We can:

- Provide an independent review of the suitability of your existing project framework
- Provide accredited Gateway Reviewers¹ to review your projects' progress at logical stages/milestones and provide an assessment of their likelihood of success.

1. As implemented by the Commonwealth Government of Australia, and Australian States

Case Studies

Insurance Company

Challenge: Certitude were requested to perform a wide variety of data analytics tasks during a payroll review.

Solution: We identified a large range of data relevant to our analysis.

The data sources included the company payroll system and the internal phone system.

Value: The data was analysed for statistical anomalies, such as deviation from Benford's Law, enabling Certitude to present the client with twelve significant findings and process control improvements.

Government Agency

Challenge: Our client, a major government agency, has a large information technology system that processes highly sensitive data.

Management needed to confirm that the data within was properly secured.

Solution: Our consultants combined the client's established internal audit risk framework with Certitude's own methodologies.

Risks were linked to controls with consideration given to the entire life cycle of the information.

Value: Our recommendations suggested a series of internal IT reviews, aimed at reducing business risk. The investment in control improvements was considered justifiable due to the forecasted reductions in residual risk.

Professional Industry Accreditation Body

Challenge: Certitude's client is a global concern that provides management, accounting and strategic development services. It has a membership of over 112,000 business leaders. The client requested a project governance review of a critical project.

Solution: Certitude conducted a full project governance review and made significant recommendations for improvement.

Subsequently, Certitude worked with the project's steering committee to redevelop the project's terms of reference, clarifying the assignment of responsibilities and governance for the program of works

Value: Our work provided the steering committee with greater confidence that the project would be successful and would deliver its anticipated business benefits.

Certitude

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