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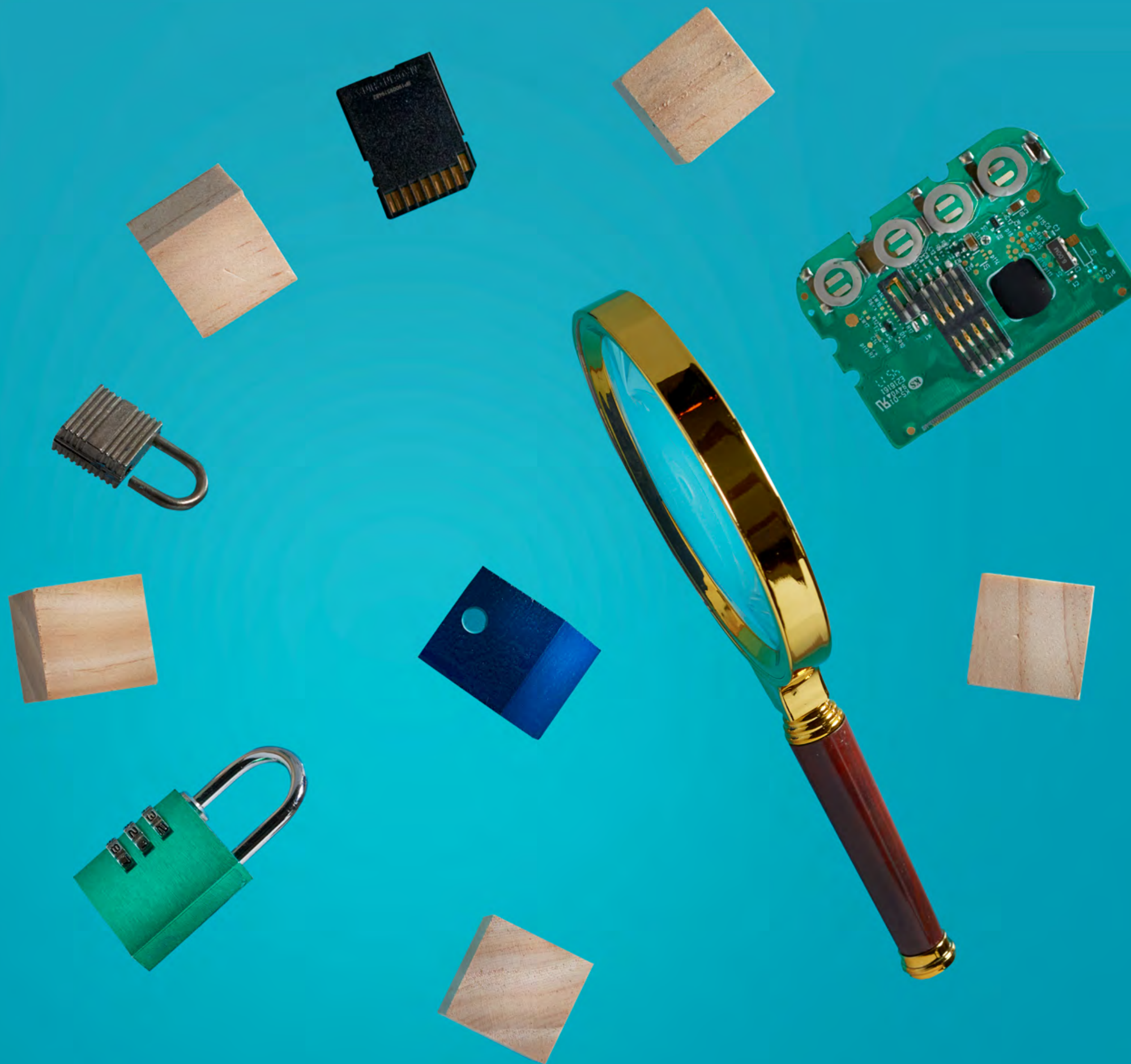# 19011

Audit and Action Tracking Tool

URM

Business
Challenge

For those organisations which conduct multiple audits through the year, tracking and monitoring findings and actions can be difficult if managed through a number of applications or spreadsheets.

Abriska® 19011 was specifically designed around the guidance from ISO 19011, the International Standard for Undertaking Audits against Management Systems, e.g., ISO 27001, ISO 9001 & ISO 22301.

With **Abriska 19011** your organisation can plan and schedule multiple audits over time and define processes and approaches to managing the full audit lifecycle.

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SUBMIT

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Methodology and Key Features

With **Abriska 19011**, audits can be planned over multiple years, with responsibility being allocated to individual auditors whilst tracking all associated findings through a customisable workflow-based system. Notifications and reporting ensure that audits and findings are completed within a timely manner and provide management with a view of all outstanding issues within your organisation.

For each audit that is undertaken, individual findings can be raised, investigated, analysed and appropriate corrective actions identified. Findings and actions can be related to clauses from the management system standard under review (e.g., ISO 27001 or ISO 9001).

The workflow is constructed from steps that can be arranged in any sequence.

1. Analyse nonconformity
2. Root cause analysis
3. Corrective actions
4. Follow up audit

Each step can be customised to request a variety of different inputs, prompting users to answer questions or specify the costs associated with a particular action. This level of granularity ensures that all data required for a detailed audit is captured. If your organisation does not have an established audit process, you can take advantage of the pre-configured, best practice settings provided within Abriska.

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Organisational Processes

The first step is configuring your organisation's processes with an underlying set of standard controls and clauses, e.g., HR recruitment delivers the HR security controls within ISO 27001. Audits are scheduled against these processes, with the option to audit at regular intervals or on an ad hoc basis. The risks associated with these processes can be viewed to help determine the priorities for audit activity.

The responsibilities associated with an audit can be distributed amongst your organisatin's divisions or delegated to particular users or teams. The flexibility of Abriska allows it to provide real time statistics, plotting progress and timelines of scheduled audits.

Managing Audits

Flexible and comprehensive functionality enables your organisation to better organise and manage both scheduled and ad hoc audits. The 'quick view' style dashboard shows the status of current audits, with audits which have been scheduled for future dates only become available to delegated users at the appropriate time. All completed audits are retained and archived so historical information can be viewed at any time.

Creating and Tracking Audit Findings

Each audit finding that is raised can be allocated to a specific type (e.g., nonconformities, opportunities for improvement), with each type adopting a customised workflow, allowing the existing audit methodology of your organisation to be modelled. The workflow which guides users through each finding is a straightforward sequence of steps that is aided by a narrative of progress, including details of any costs incurred.

The actions that result from audits and findings are tracked in the central action repository which combines all actions from across the system (other Abriska modules issuing risk treatment strategies and action to improve controls or address vulnerabilities).

Reporting

Abriska 19011 enables a significant amount of information to be presented and this can be viewed live through the interface, received by email or exported to Microsoft Excel. Downloadable reports generate detailed, offline data for both specific audits and your entire organisation whilst automated notifications can provide an overview of current progress.

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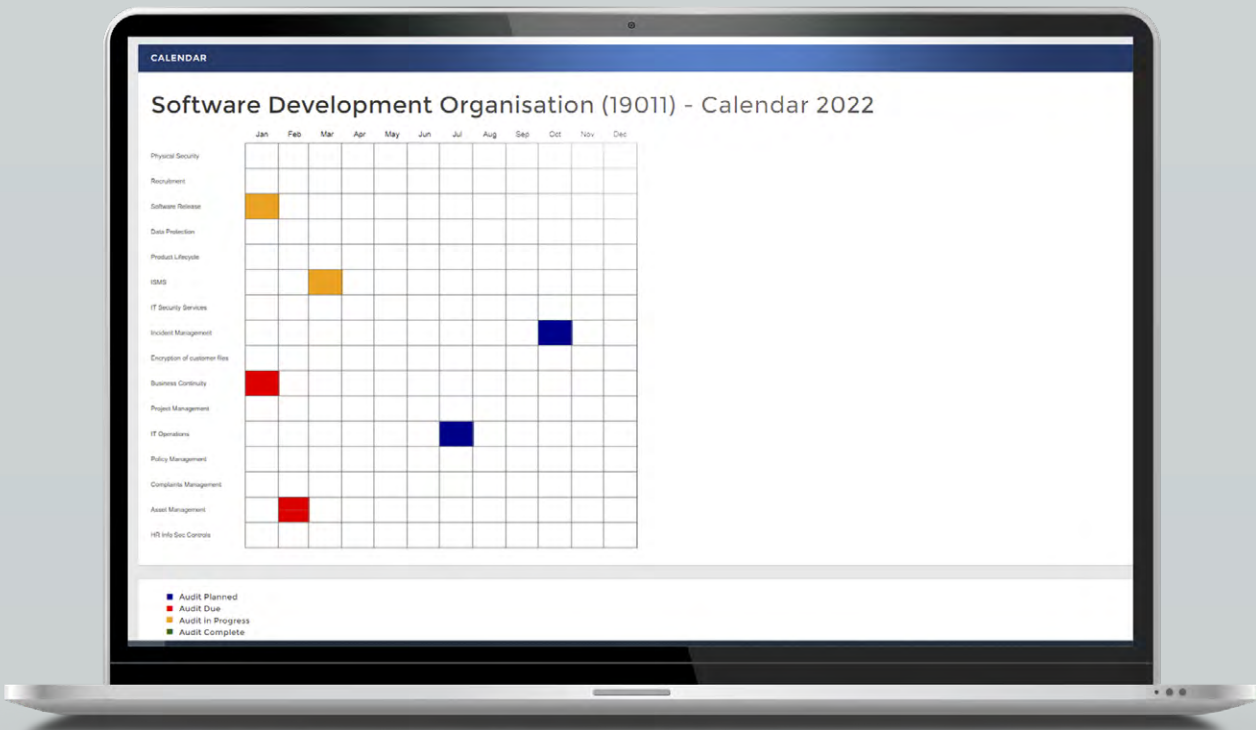
Key Benefits

Flexibility

Abriska 19011 has been designed to allow your organisation to customise the audit and action methodology directly through the interface. The system comes pre-configured with default audit types, finding types and workflow; however this can be tailored to your organisation's specific requirements or to a totally bespoke methodology

Consistent and Repeatable results

The ISO 19011 International Standard provides guidelines for auditing management system standards (e.g., ISO 9001, ISO 22301 and ISO 27001). **Abriska 19011** has been designed to comply with the requirements of ISO 19011, thereby providing your organisation with an audit management tool which is compliant with any management system audit requirement.

Maintain Accountability and Responsibility

Being an accessible, web-based application, **Abriska 19011** enables multiple users to work on audits together, regardless of location, thus making collaboration easy. The ability to assign different roles and responsibilities to your users allows audit owners to be notified of progress by email. Alternatively, the workflow options can enforce only specified auditees to accept a particular action.

Proven and Robust

Abriska 19011 is integrated with the other Abriska modules, providing an integrated view of risk management and audit activities. This allows the scheduling and prioritising of audits to be risk-based and also allows the findings that are identified during an audit to influence the current risks facing the organisation or the maturity of the controls under review.

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Abriska

In addition to Abriska 19011, URM has developed a portfolio of modules to assist organisations implement a best practice approach to managing risk in line with ISO Standards.

These modules include a business continuity BIA and risk management tool (Abriska 22301), an enterprise risk management tool where you can centrally manage all organisational risks (Abriska 31000), an information security risk management tool (Abriska 27001), and a supplier risk management tool (Abriska 27036).

Configurable

MODULES

INFORMATION SECURITY

SUPPLIERS SECURITY

AUDIT & TRACKING

ENTERPRISE RISK MANAGEMENT

BUSINESS CONTINUITY

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Certified to ISO 27001 and ISO 22301, URM is dedicated to assisting organisations improve their information security, risk management and business continuity in line with industry leading standards such as ISO 27001, ISO 31000 and ISO 22301. At all times, the focus is on knowledge transfer and providing pragmatic and appropriate solutions, which meet the requirements of industry standards but are also tailored to an organisation's business objectives and risk appetite, i.e., getting the balance right.

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