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Internal Audit COP

# Cooperation and Identification of Synergies- current and future priorities

*PEMPAL Bohinj Cross BCoP Meeting  
26th – 29th of March 2012*

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**Members of IA COP and BCoP**  
**CAE, Croatia, Ministry of Culture**

# IA COP = Volunteering

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- The practice of people working on behalf of others or a particular cause.
- without payment for their time and services.
- considered an altruistic activity (for welfare of others),
- intended to promote good or improve human quality of life (Internal audit and PFM in our countries),
- for their own skill development ('peer' learning),
- to meet others (face to face activities) and to make contacts (networking),
- to have fun,
- and a variety of other reasons that could be considered self-serving.



# Internal Audit COP Balanced Scorecard (BSC)



## MISSION

IA COP offers support to the members of PEM-PAL countries in establishing an modern and effective Internal Audit service that meets international and EU standards and provides support for good governance in the public sector.



## Internal Processes

To maintain and develop a volunteer network of internal audit professionals through 'peer' learning, knowledge management with range of activities

## Customer

To serve our governments and accomplish sponsors needs

## Financial

Make best value for money of PEM-PAL with help of Secretariat

## Learning and Growth

Develop the volunteering, Executive Committee leadership, self sustainability of IA COP groups, coordination with PEM-PAL Steering Committee and other COPs



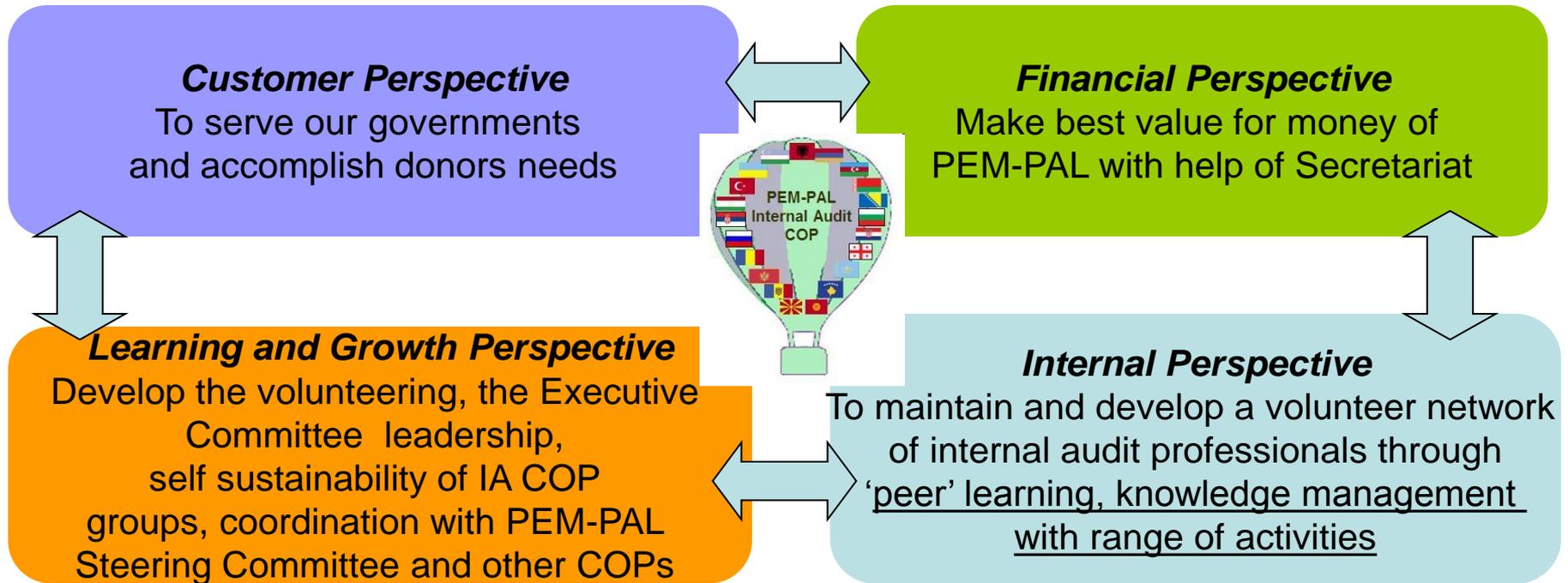
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# IA COP BSC

Where are *communication* and work practices?

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# Lets identificate a good communication and work practices

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- Good communication
  - **Communication** is the activity of conveying meaningful information.
- Work practices
  - =**Activities (in PEM-PAL)**



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# Communication mix in IA COP

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- Visual communication
  - IT Communication
    - Internet (wikispaces, E-mail, Facebook, LinkedIn, pempal.org)
  - Presentations, Flipcharts
  - Leadership groups
- Oral communication
  - Plenary, workshops, Phone, Skype, Video conferences
  - Facilitator
- Nonverbal communication
  - Social events, dancing, singing, making humor, organization of workshops, facilitation, moderation



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# Communication issues and challenges

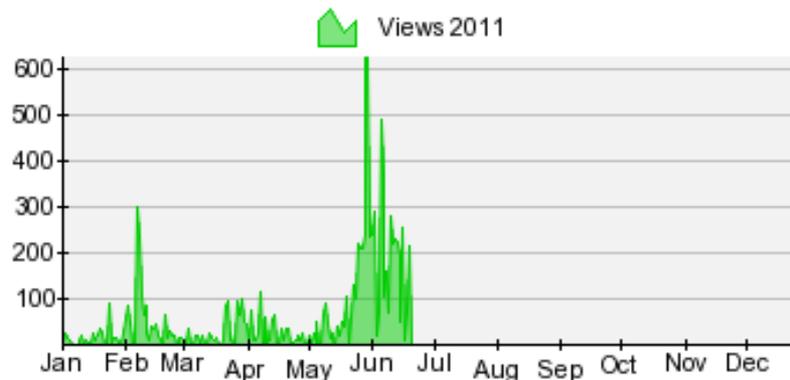
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- Visual communication
  - Technical knowledge, access to Internet, change of E-mails, ministry policies, etc
- Oral and nonverbal communication
  - Culture
  - Language and translation problems
  - Understanding of terminology
- But main problem is: **TIME AVAILIABLE!**



# pempaltc.wikispaces.com

- A Wikispaces page with “**edit**” button on it for collaboration with all members invited on our wiki - knowledge management tool
- Details:
  - 2 years of tailoring
  - 57 members allowed to enter
  - 300 MB data
    - 51 web sub-page
    - 475 files (photos, documents, gifs)
  - Cloud computing solution – 5\$/month



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- Why?
  - To have everything (past, present, future) in one place but only for members (finished things are available to public)
    - Documents from peers (laws, manuals, presentations)
    - Contacts (of members and experts) with photos
    - Event pages (with agenda, notes, quotes, photos, documents, ppt's), etc.
    - Real-time translation of all information's in PEM-PAL languages



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# Multi-tiered membership strategy

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- Challenges:
  - Volunteering reward management
  - Membership sustainability
    - Turnover, expectations
  - Interest form more members
    - Budget available
    - Effective interaction if have larger groups
- Idea came after Zagreb plenary in 2011 to invite more members to IA COP



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# Internal Audit COP Executive committee

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**Deana Aubrey**  
Community  
Facilitator



**Arman Vatyán**  
WB, Co-Lead



**Albana  
Gjinopulli**  
(2nd Vice Chair)  
Albania



**Tomislav  
Mičetić**  
(former  
Chair)  
Croatia



**Zamira  
Omorova**  
(1st Vice Chair)  
Kyrgyzstan



**Diana  
Grosu – Axenti**  
Moldova



**Cristina  
Scerbina**  
Moldova  
(Public Relations)



**Ljerka  
Crnković**  
Croatia  
(Lead: IA Manual)



**Stanislav  
Bychkov**  
Russia



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# Executive Committee Chair tasks

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- Professional knowledge/authority
- Management of COP
  - Plan drafting and monitoring
  - Choosing the leadership + delegating and helping
  - Membership database management (photos contacts)
  - Initializing, planning, moderating and reporting on activities (wiki)
  - Information management (wiki)
  - Presence of Steering committee meetings + follow up (3-4 per year)
  - Answering on E-mails (SC, CEF, members) ~ 500
  - Reporting to members
    - E-mail update
    - On each activity start
  - Coordination with Community Facilitator
  - ...
- Knowledge required
  - Skills:
    - Leadership
    - Presentation skills
    - Management skills
    - Project management skills
    - Listening the needs of members and motivating
  - Information referencing and organization
  - Web design
  - MS Office (Word, Excel)
  - Time management and scheduling
  - ...



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# Action plan development and implementation

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- Currently we implement IA COP Strategy 2010-2012
  - No major problems identified
- New strategy proposal based on BSC
  - Responsibilities
  - KPI



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- Thanks for attention!



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