

Creating a New Issue

Last Modified on 06/07/2024 10:00 am EDT

Overview

A Member of the Internal Audit Team will review an Internal Audit Project's Controls for Issues and track potential problems that may cause an Issue and impede the completion of the Internal Audit Assessment.

User Account Requirements

The user account used to log into Resolver must be added to the Internal Audit Team user group.

Related Information/Setup

To submit an Issue to the Risk Team, please refer to the Submitting an Issue - Internal Audit Article.

• Submitting an Issue - Internal Audit

See the Review an Internal Audit's Controls article for more information on Internal Audit Controls.

• Review an Internal Audit's Controls

Navigation

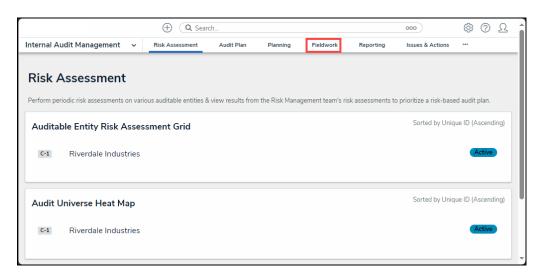
 From the *Home* screen, click the Home dropdown and select the Internal Audit Management link.

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Home Dropdown

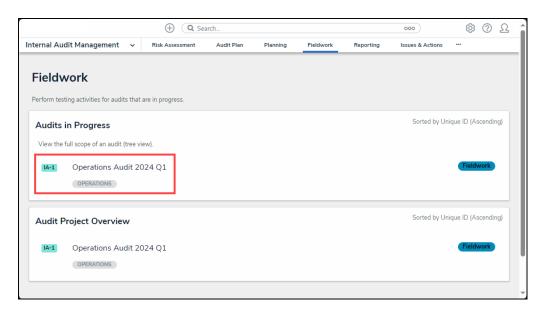


2. From the *Risk Assessment* screen, click on the *Fieldwork* tab.



Fieldwork Tab

3. From the *Fieldwork* screen, click the Internal Audit Project that contains the control you want to review from under the **Audits in Process** section.



Click an Internal Audit Project

 From the Audit Project Review screen, use the navigation tree to the left to expand the nodes until you find the desired control. Controls are indicated with a C icon next to the control name on the node.



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Internal Project Review Screen

Creating a New Issue

1. From the *Control Overview* pop-up, scroll to the *Audit Findings* section.

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Audit Findings Section

2. Click the + Create New link.

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+ Create New Link

3. The *Create a New Issue* pop-up will appear.



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Create a New Issue Pop-up

- 4. Enter information in the following fields (not all fields are required at the time of creation and will be filled out during the review process):
 - Issue Name: Enter the Issue's name.
 - **Description:** Enter a long description or instruction outlining the Issue in further detail.

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Create a New Issue Pop-up

- 5. Click one of the following buttons to complete the Issue:
 - Open Issue: The Open Issue button will move the Issue from the Creation state to the Open state. In an Open state, users can review and add additional comments to the Issue before it transitions to the Review state.
 - Create and Save as Draft: The Create and Save as Draft button will move the Issue from the Creation state to a Draft state and save changes made to the form so



that you can come back and finish filling out the form at a later date before moving the Issue to an **Open** state.

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