Opening a Corrective Action

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Overview

After a corrective action is added to an issue, a user will need to fill out further details for that corrective action and open the corrective action.

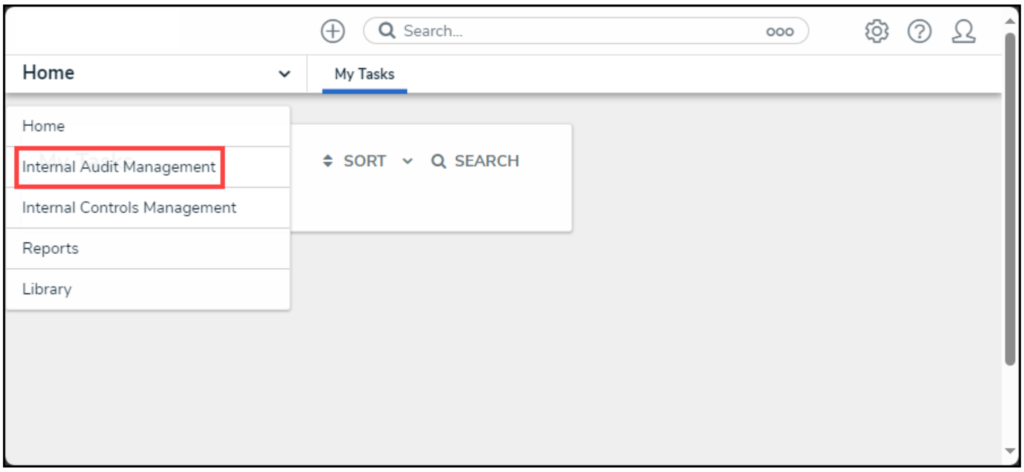
Related Information/Setup

Please refer to the Creating a New Corrective Action article for further information on creating a new corrective action.

Please refer to the Submitting a Corrective Action for Review for further information on sending a corrective action for review.

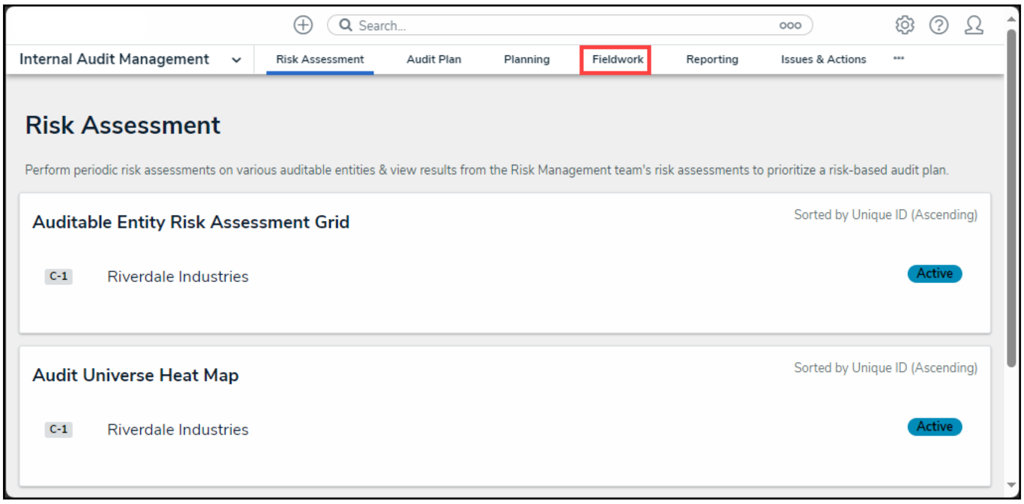
Navigation

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



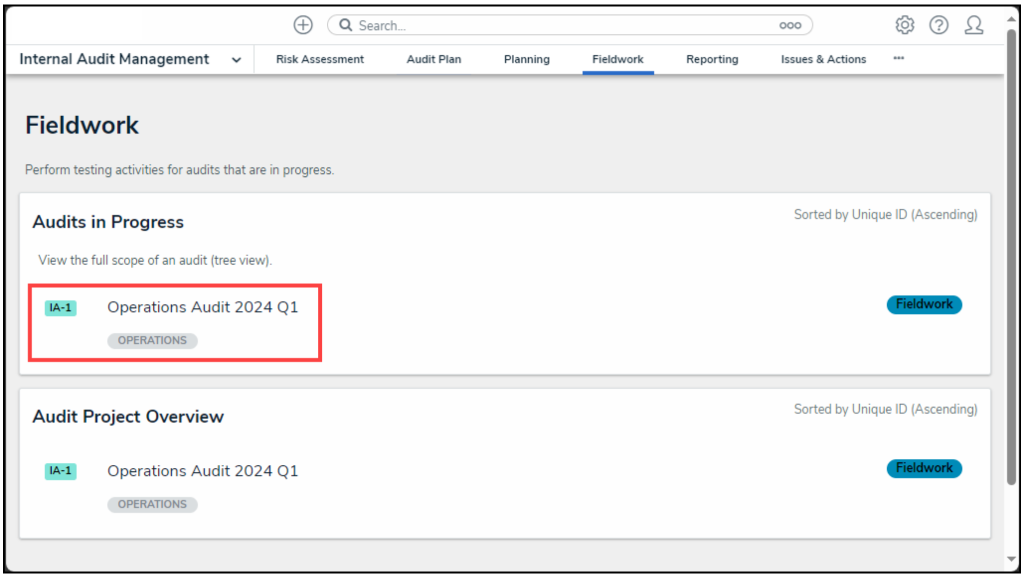
Home Dropdown

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



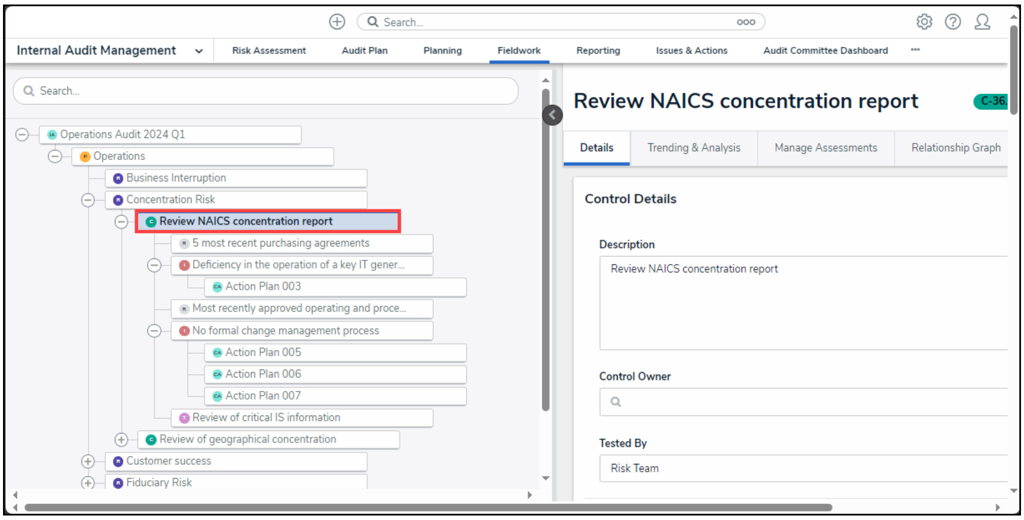
Fieldwork Tab

3. From the ***Fieldwork*** screen, click on the **Internal Audit** report name that contains the **Control Test** you want to perform from the ***Audits in Progress*** section.



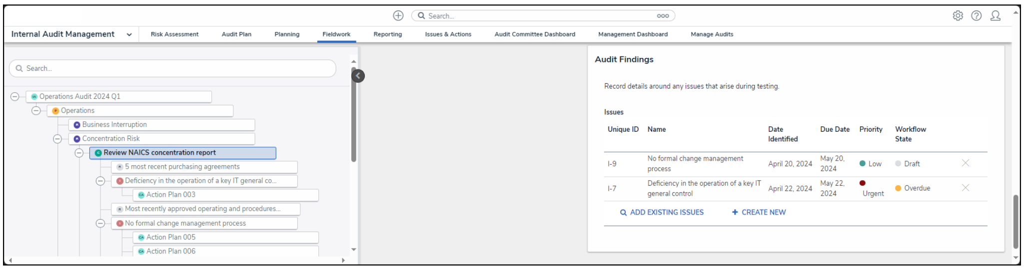
Internal Audit Report

4. From the ***Audit Project Overview*** screen, click on the **Expand** icon on the **Navigation Tree** to expand the nodes until you find the desired control.
5. Click the control to open the ***Control Details*** pop-up. Controls are indicated with a **C** icon next to the control name on the node.



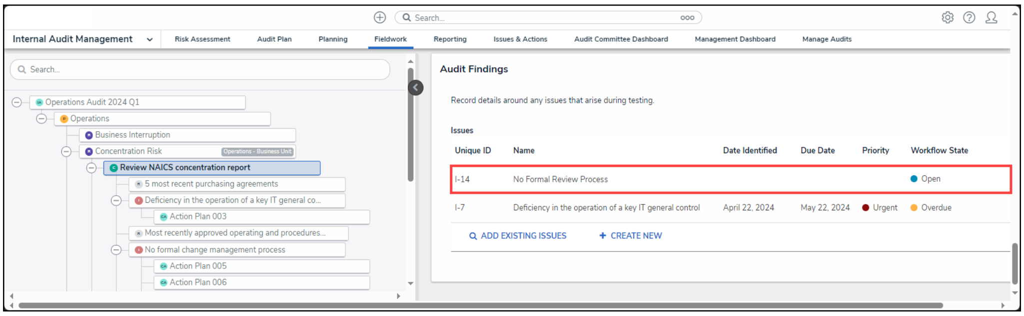
Control Overview Pop-up

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



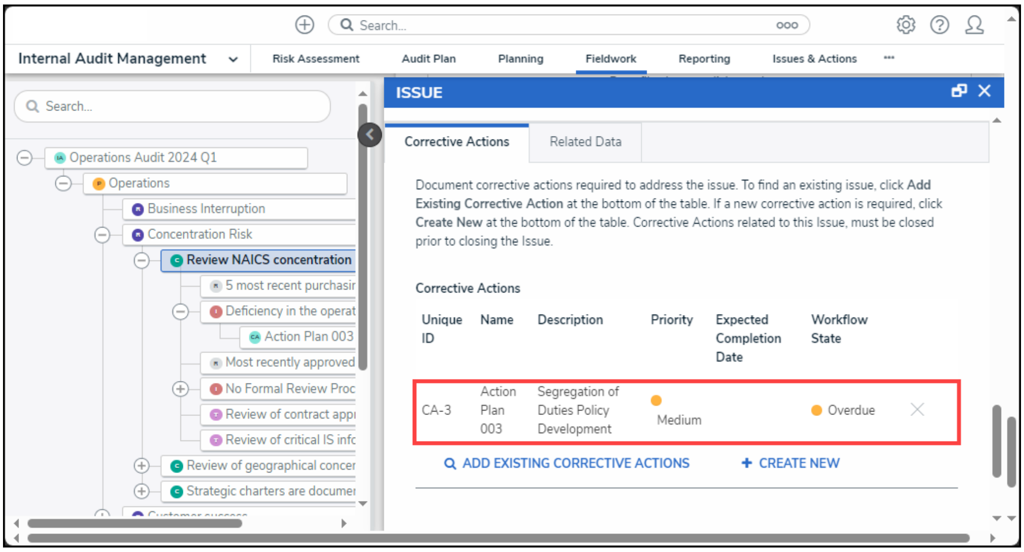
Audit Findings Section

7. Click an **Issue** with an open workflow status from on the **Issues** table.



Issue

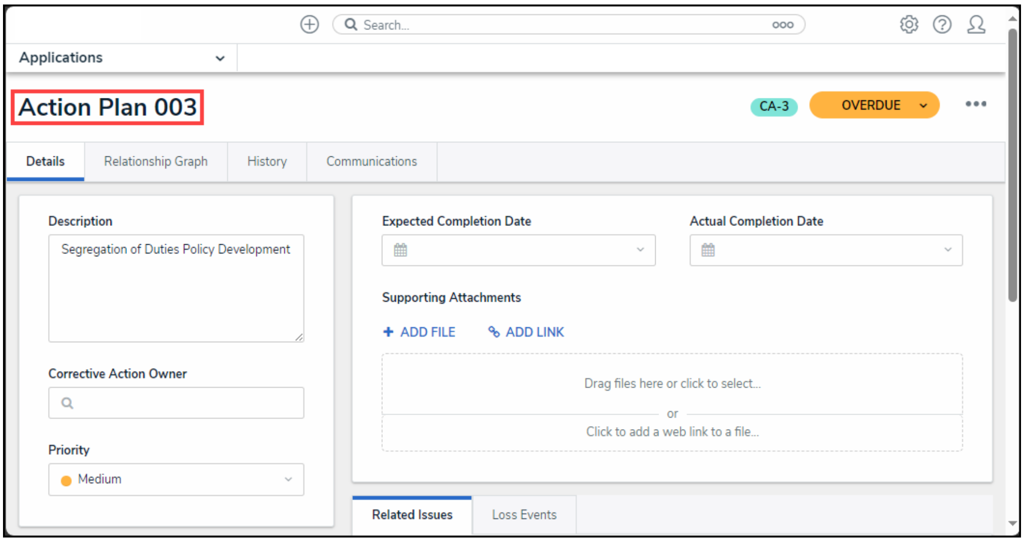
8. From the ***Issue*** pop-up, scroll to the ***Corrective Actions*** tab and click on a corrective action on the **Corrective Actions** table.



Corrective Action

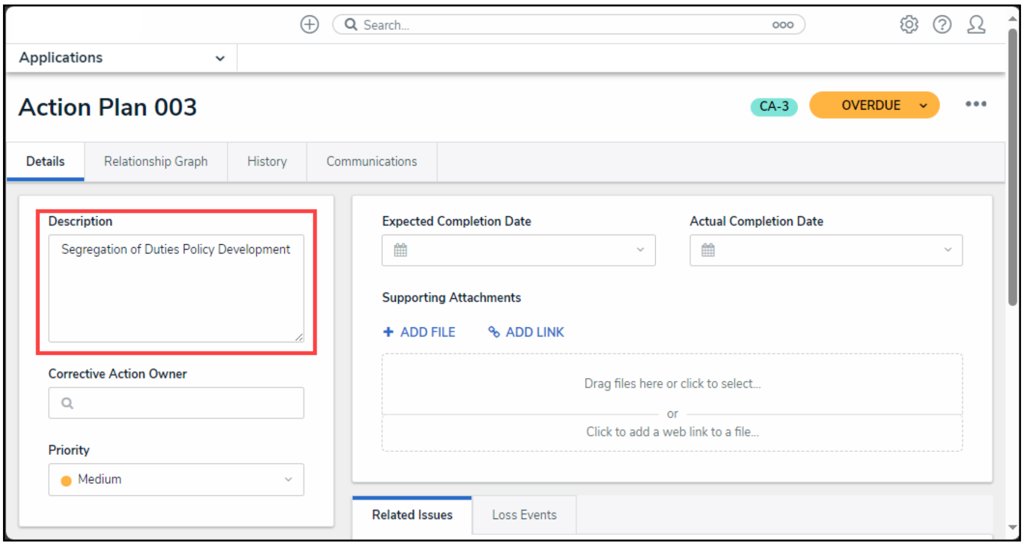
Opening a Corrective Action

1. From the ***Corrective Action*** screen, edit the corrective action name by clicking on the **Corrective Action Name** in the header to unlock the field and enter a new name. The content entered will be automatically saved.



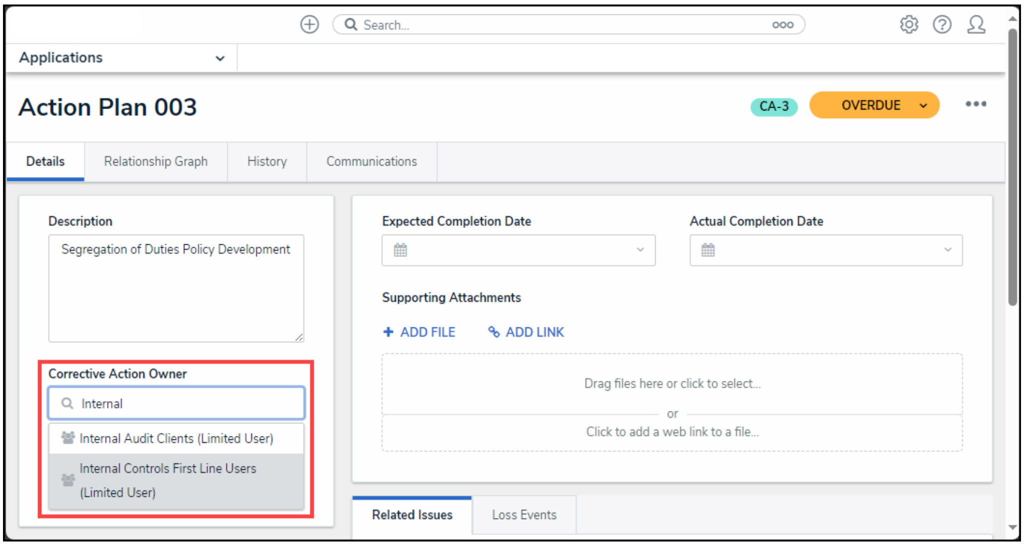
Corrective Action Name Field

2. Click the **Description** field and enter a brief description outlining the steps within the corrective action.



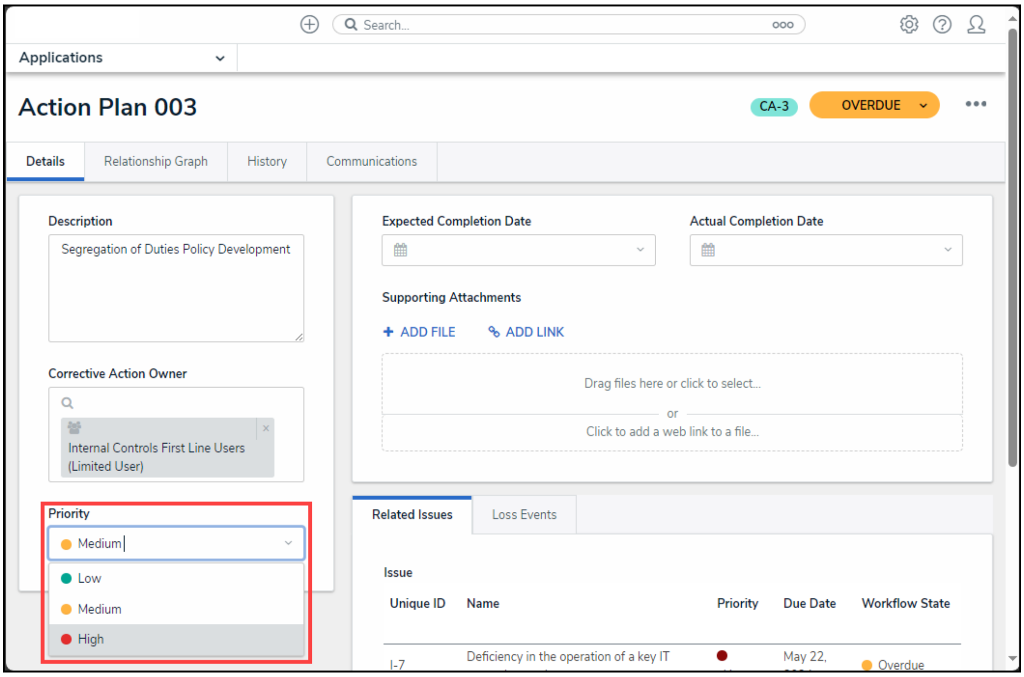
Description Field

3. Enter a user or user group name in the **Corrective Action Owner** field and select a user or user group from the dropdown menu. The user or user group selected will be responsible for the corrective action.



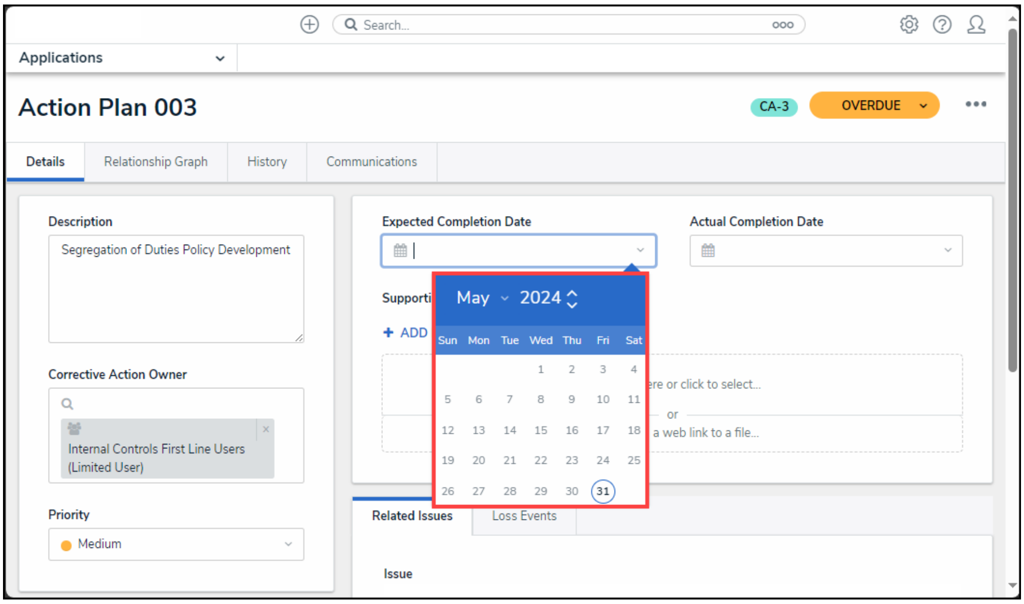
Corrective Action Owner Dropdown

4. Set a corrective action priority by clicking the **Priority** field and selecting a priority from the dropdown menu to prioritize the corrective action's importance.
    - Low
    - Medium
    - High



Priority Dropdown

5. **(Optional)** Select the date the corrective action is expected to be completed by clicking the **Expected Completion Date** field and selecting a **Date** from the ***Calendar*** pop-up.

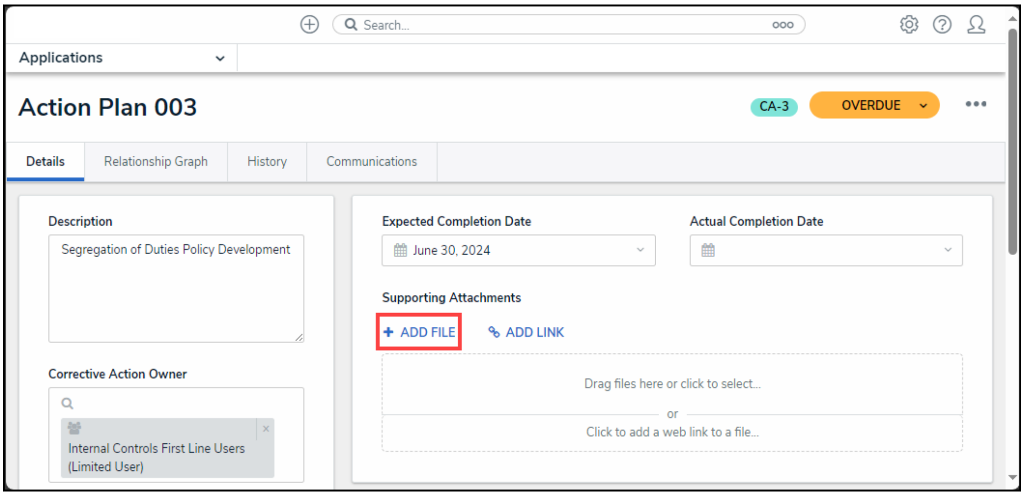


Calendar Pop-up

6. Select the corrective action's actual completion date by clicking the **Actual Completion Date** field and selecting a **Date** from the ***Calendar*** pop-up.

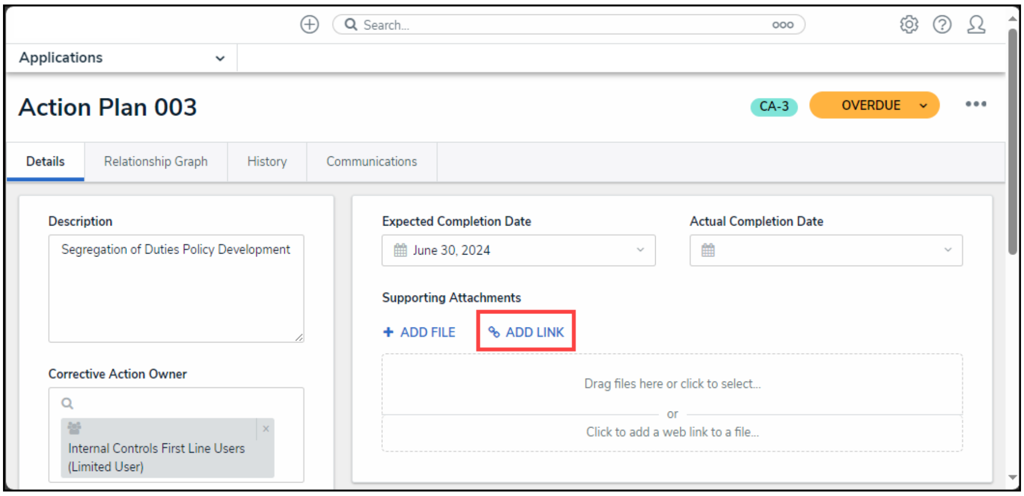
7. Users can attach evidence to the corrective action by dragging and dropping an image in the **Supporting Attachments** field or clicking the **+ Add File** link and selecting an image from the connected PC. The maximum size for Files is 100 MB. the following file types are

not valid (.bat, .exe, .gif, .sh, .dll, or .com).



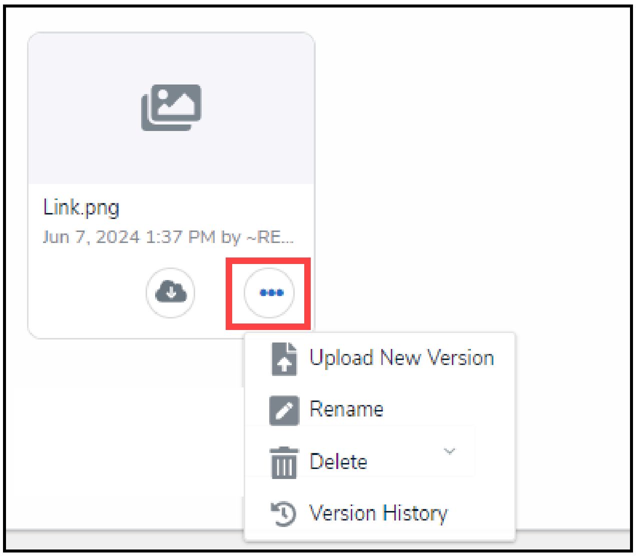
+ Add File Link

8. Users can attach evidence to the corrective action by clicking on the **Add Link** link to attach a web link to the corrective action or click the **Click to add a web link to a file** link.



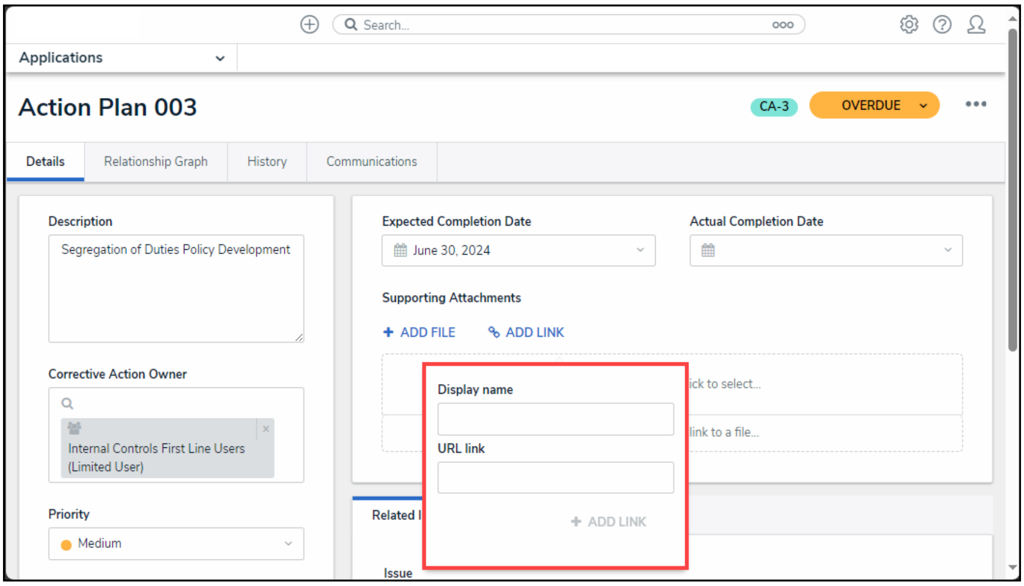
Add Link

9. **(Optional)** Click the **More** icon on the uploaded file card to upload new version, rename, delete, or check version history.



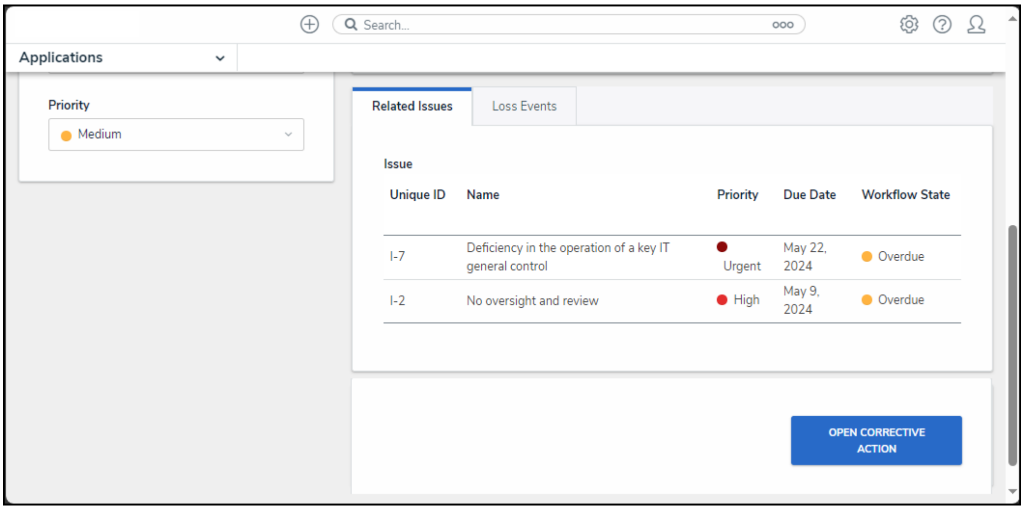
More Icon

10. From the ***Add Web Link*** pop-up, enter a **Display Name** and **URL Link**.



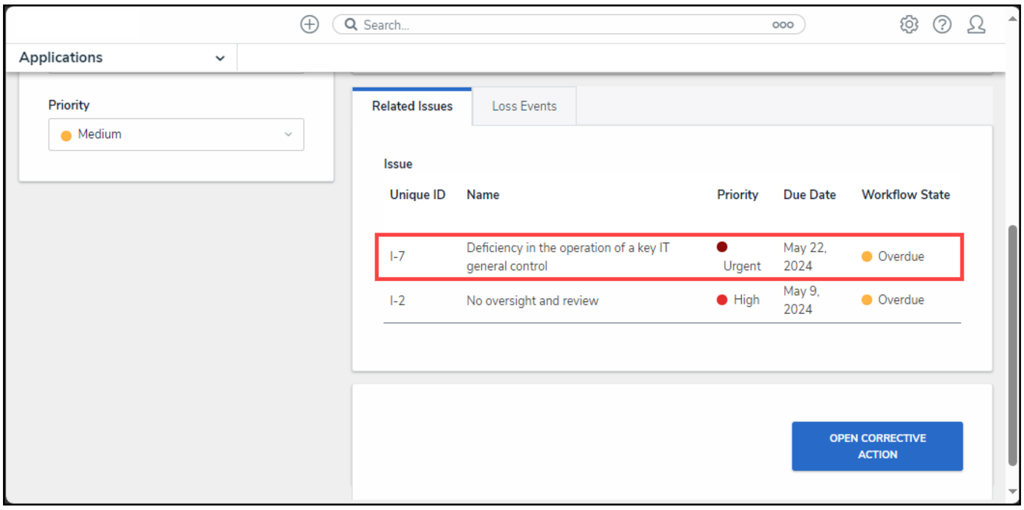
Add Web Link Pop-up

11. Review the issues listed on the ***Related Issues*** tab.



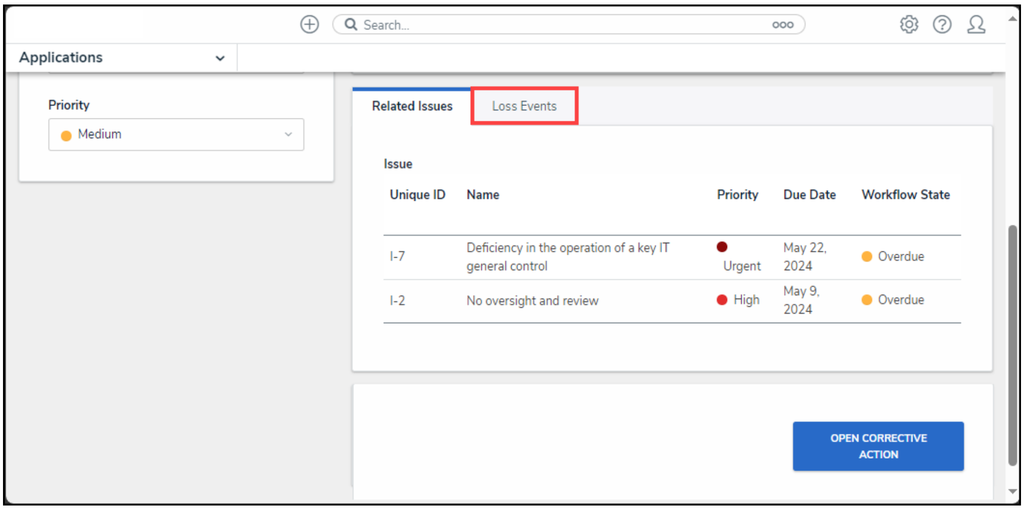
Related Issues Tab

12. Click an **Issue** to view further issues details or submit an issue for review.



Issue

13. Click the ***Loss Events*** tab to view loss event details.



Loss Events Tab

14. Click the **Open Corrective Action** button to open the corrective action and move it to the open workflow state.