

# FY2019-20 Mid-Year Metrics Update

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February 21, 2020



Metric Category	Metrics	Purpose
Efficiency	Audit Duration	To measure client engagement time (diminish interruptions)
	Productivity	To measure UKIA's resources applied to constructive activities (risk-based)
Effectiveness	Audit Coverage	To measure UKIA's coverage of the current risks identified across the University
	Contacts	To measure University awareness of UKIA services
	Partnerships	To measure collaboration with non-audit activities having joint responsibilities
	Remediation	To measure UKIA's value with risk mitigation (observation resolution)
	Survey Results	To measure client satisfaction with UKIA work-product (value)



Metric Category	Metric	Goal	Computing Goal	FY2018-19	As of 12.31.19
Efficiency	Audit Duration (Planned Activities Only)	≤12 weeks	Time between opening and closing meetings (comprehensive reviews and their follow-ups; assessments; consultations; and IT reviews and their follow-ups only)	43 weeks	42 weeks
		≤6 weeks	Time between announcement and draft communication (repetitive audits and their follow-ups only)	16 weeks	10 weeks
	Productivity	≥75%	Audit staff: Percent of staff hours applied to constructive risk-based activities	75%	74%
		≥60%	Audit managers: Percent of audit manager hours applied to constructive risk-based activities	66%	66%



Metric Category	Metric	Goal	Computation	FY2018-19	As of 12.31.19
Effectiveness	Audit Coverage	100%	The percent of items identified on approved work prioritization plan that have been reviewed	N/A	54%
	Contacts	≥48 / year	Number of contacts outside of planned activity (comply line constitutes one contact)	40	20
	Partnerships	≥2 / month	UKIA involvement with joint non-audit activities	6	6
	Remediation	≥80%	The percent of mitigated observations as validated in follow-up reviews	65.6	85.7
	Survey Results	≥3 out of 5	Audit client satisfaction survey scores	3.23	3.38
			Training participant satisfaction survey scores	4.41	4.34





## Internal Audit Mission Statement

Support UK in its pursuit of excellence by providing expert analyses and advice to champion the achievement of management objectives.

