

OIA Client Surveys - Engagements Completed May through July 2013

Professional Proficiency

Answer Options	Very Good	Good	Fair	Poor	Don't Know
1. Technical proficiency of OIA internal auditors	13	6	1	0	0
2. Professionalism of internal auditors	17	3	0	0	0
3. Auditor knowledge of your business	7	11	1	1	0

Scope of Work

Answer Options	Very Good	Good	Fair	Poor	Don't Know
4. Selection of important operation area for audit	10	9	1	0	0
5. Pre-audit notification of audit purpose and scope	12	7	1	0	0

Performance of Audit Work

Answer Options	Very Good	Good	Fair	Poor	Don't Know
6. Timeliness of audit report	14	6	0	0	0
7. Value of audit recommendations	10	8	2	0	0

Management of Internal Audit Office

Answer Options	Very Good	Good	Fair	Poor	Don't Know
8. Effectiveness of internal audit management	14	6	0	0	0
9. Independence and objectivity of OIA audit team	16	4	0	0	0

What are the greatest strengths of the OIA audit department?

Summary of Responses:

The IT Auditors provided the expertise that we do not have in-house to perform the review.

Their ability to arrive on the scene at a new location and learn a lot of information in a very short time.

Ability to audit to multiple IT standards

Knowledgeable and made efforts to understand the business process before proceeding with audit procedures.

They were very helpful in breaking down our processes and flowcharting them

Do you have any suggestions for improvement of the OIA audit department?

Summary of Responses:

If possible, we would prefer the audit requests to be more spread out through a longer period of time.

Auditors should learn more about the agency's process ahead of time