

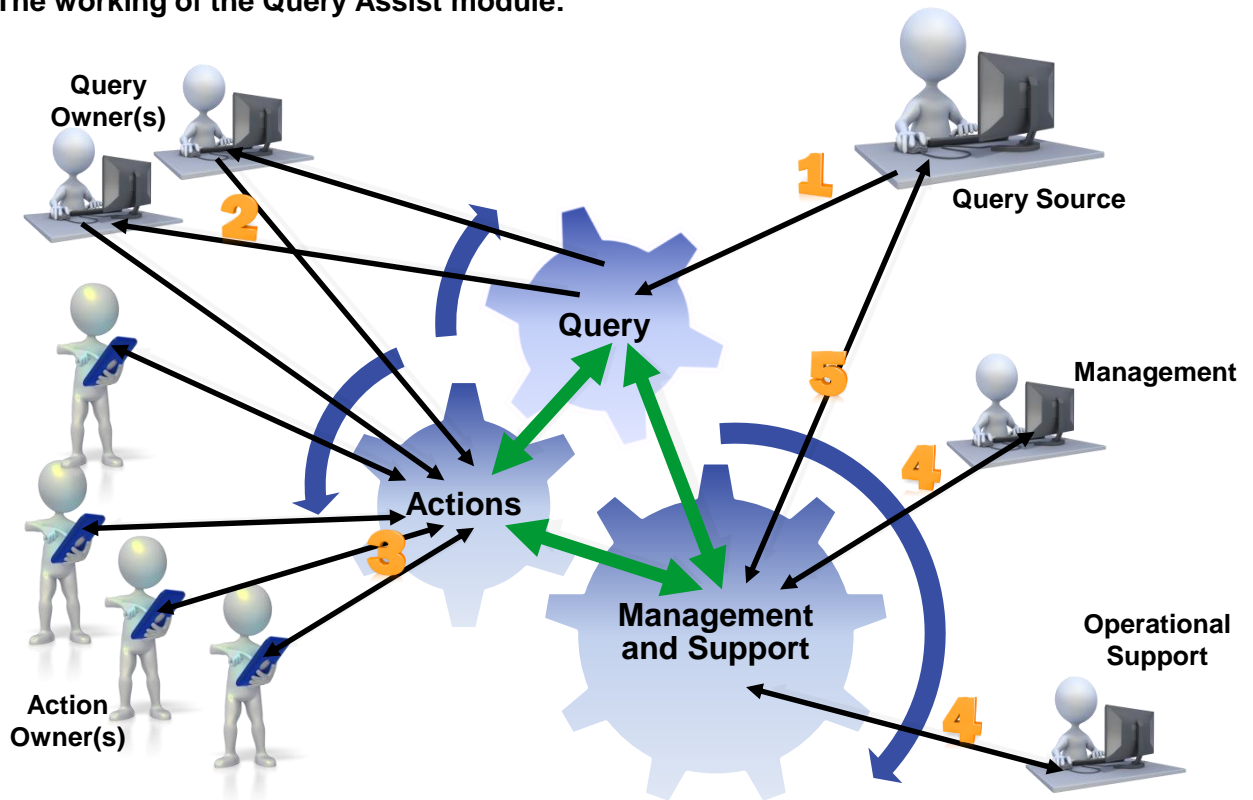
### Purpose of the Query Assist module:

Query Assist assists organisations with the management and clearing of various types of queries. The identified queries are cleared by assigning specific actions to be undertaken to specific users (action owners). The tool facilitates the capturing, monitoring, maintaining and managing of queries and associated actions from a centralised point. All activity on the tool is date stamped which provides management with a detailed independent audit trail.

Uses for the module include the tracking of internal and external audit queries, and the resolution of any other type of query from any internal or external source.



### The working of the Query Assist module:



- 1** - The identified queries are captured into the on-line query register. Each query is assigned to a Query Owner (person of directorate / department);
- 2** - The Query Owner(s) will review the queries and assign one or more actions to action owners (using the SMART principles). The actions will be those actions required to address the query identified;
- 3** - The Action Owner(s) will complete all the required actions and will update their progress on the online query register;
- 4** - The Management team and other operational support functions will provide support and guidance to the Action Owner(s) with the completion of the required actions;
- 5** - The "Query Source" can edit and update the various query components on a real time basis as the various actions are completed. All changes are automatically written to the online audit log.



### Key Features of Query Assist include:

- the availability of an online Query Register;
- functionality for the module administrator to define and manage user access as required by the organisation;
- functionality for the module administrator to define all the client specific defaults for the module which includes functionality to allow the user to assign each query a status, type, category and source from a predefined drop down list built by the module administrator;
- functionality for queries and associated actions to be allocated to a specific financial year;
- real-time up to date dashboards for each user showing the users overdue actions, actions due today and actions due in the future number of days as defined by the specific user;
- a 3-Click process for action owners to update the actions assigned to them;
- functionality for the users to attach documents to queries and / or actions as is operationally required;
- functionality to allow for the approval of actions before the status can be confirmed as completed;
- functionality for assurance providers to track assurance procedures carried out and to attach the required proof of evidence;
- standard audit trail reporting where all activity on the tool is logged and time stamped.

### Operational management benefits of Query Assist include:

- high level of organisational customisation in defining the module setups to meet the organisations own business requirements;
- automatic generation of notifications and reminders to predefined users;
- The individual user dashboards clearly show the progress to completion of actions assigned to the user and if the action is overdue (past the defined deadline date);
- users with the appropriate level of user access can view their own queries and queries assigned to other users;
- users can generate their own customised query and action reports using the report generation functionality which allows for the use of various data filters and data grouping tools;
- reporting is generated on screen or exported to excel;
- generation of various fixed reports which include both numeric and graphical data to be used as status and exception reporting for management purposes;
- improved communication between all stakeholders as up to date information is available on a centralised database (Online Query Register) to all registered users at all times;
- actions are assigned to queries using the SMART principles;
- the output from the query management processes can assist with operational and individual performance management;
- query and query action data is kept in the data base for future reference and reporting purposes;

### Contact Us:



Robert Klein:    robert@actionassist.co.za; Mobile: +27 (0)82 551 3315