Business User Guide to the Recommendation Tracking Module

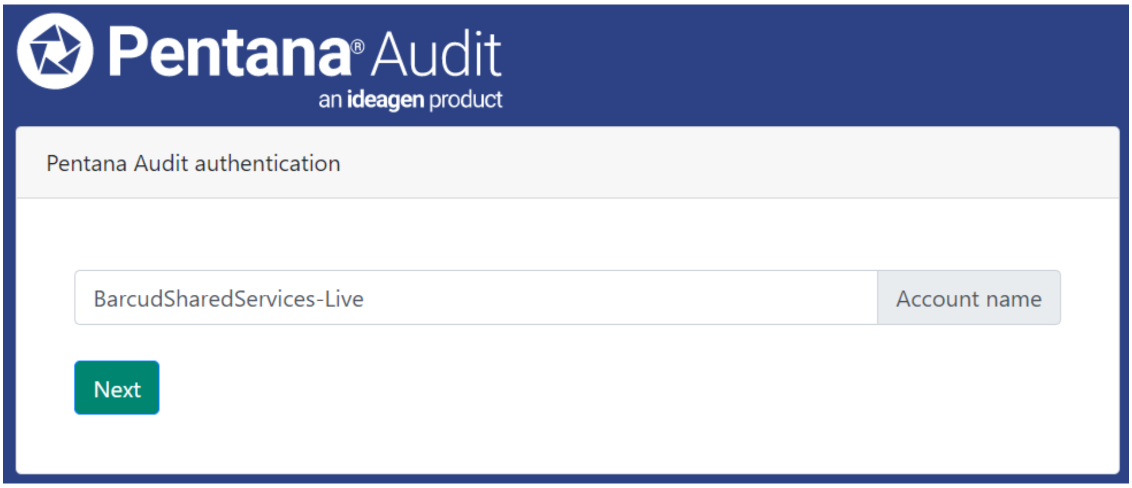
*** MKinsight has been upgraded to Pentana Audit and now provides enhanced usability, greater reliability, quicker speed and to remove some previous bugs. Please note the updated login information below. ***

Barcud Shared Services Group's audit software – Pentana Audit - enables staff throughout the organisation to login to view, update and change the status of recommendations allocated to them by management when finalising Internal Audit reports. This short guide provides key information on how to update recommendations. Should you need any further support please contact the Internal Audit team, contact details for which are included at the end of this guide.

1. Logging in:

- Open your browser and go to: https://uk.pentana-mk.com/12_0/

- Enter the Account name as "BarcudSharedServices-Live" (see below):

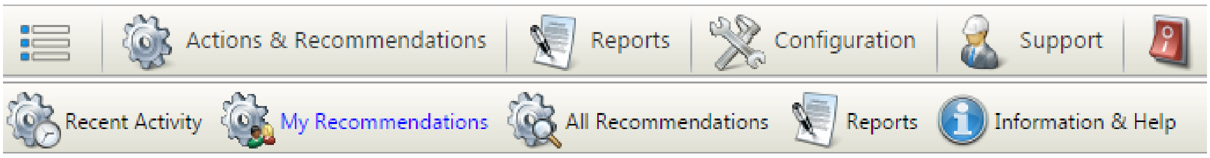


- Enter your user-name and password, which will be sent to you by email. You will be asked to change your password when you first go into the system.

- Passwords must be at least eight characters long and include both text and at least one numeric. You will be required to change your password no less than three-monthly.

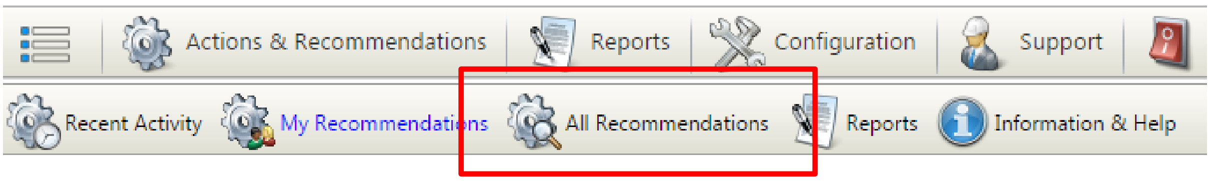
2. Viewing Your Recommendations:

Once in the system you will have the following menu:



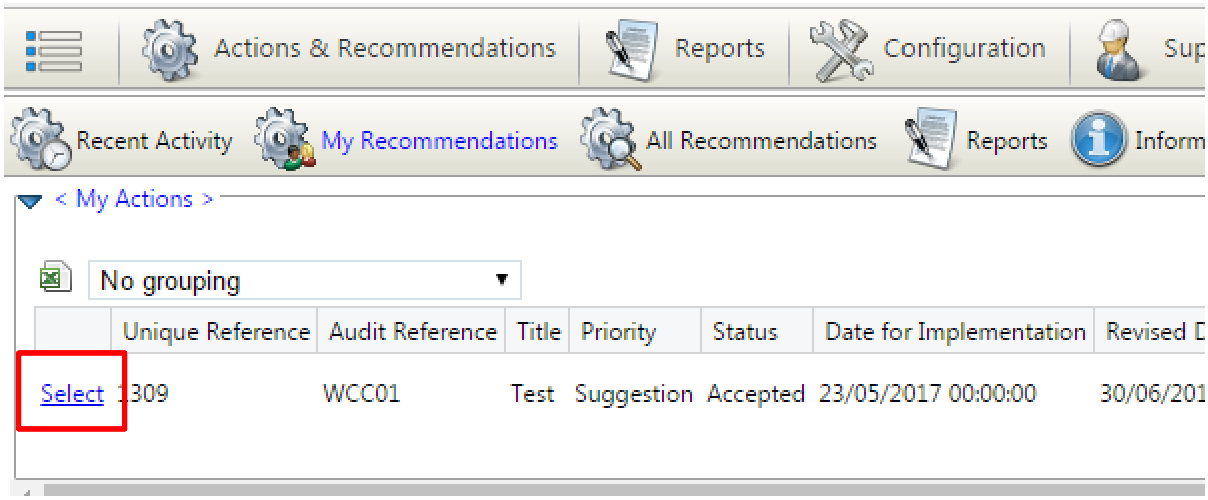
The system automatically logs you in to the “My Recommendations” screen and here you can view all the recommendations to which you have been assigned a role.

If you have been granted additional viewing rights, for example if you are a Director or in a position where you will view recommendations for your team or across the organisation, you can view these by clicking on the “All Recommendations” tab:

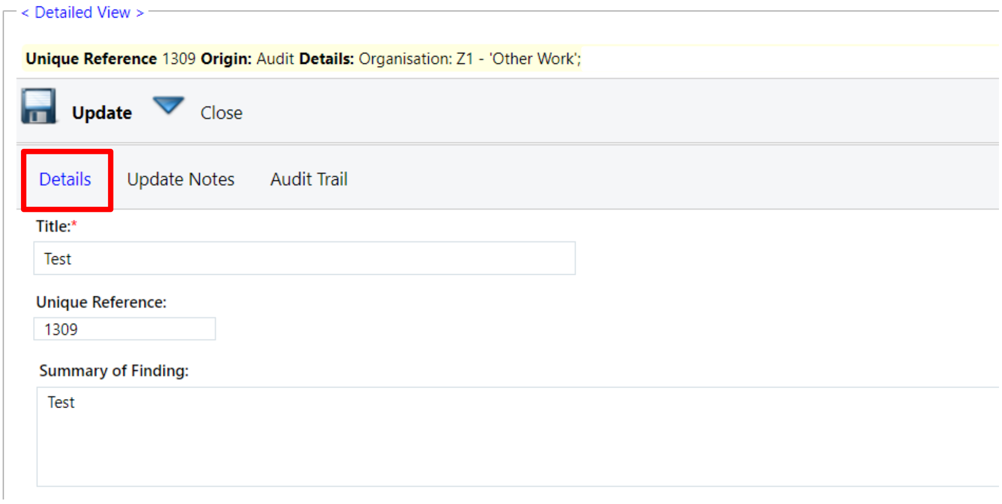


3. Viewing & Updating Recommendations:

From the “My Recommendations” or “All Recommendations” screen you can select the specific recommendation that you would like to view:

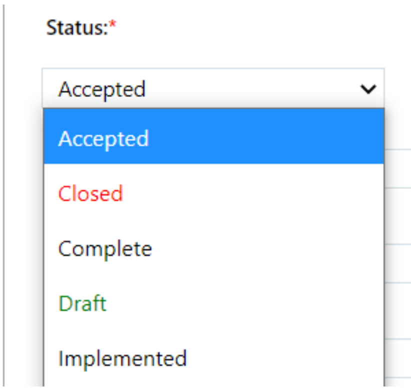


To review or update a recommendation click on the ‘select’ button (see red box above). This will bring up the individual recommendation:



1. Details Tab

- From here you can see all the information relating to the recommendation under the “Details” tab shown in the red box above.
- The system has been upgraded to reduce the number of tabs used to show information and therefore reduce the number of clicks required to view and update details relating to the recommendation.
- Subject to your access rights, you can also update the “Status” of the recommendation by selecting from the drop-down list (only the statuses you can select will be visible to you):



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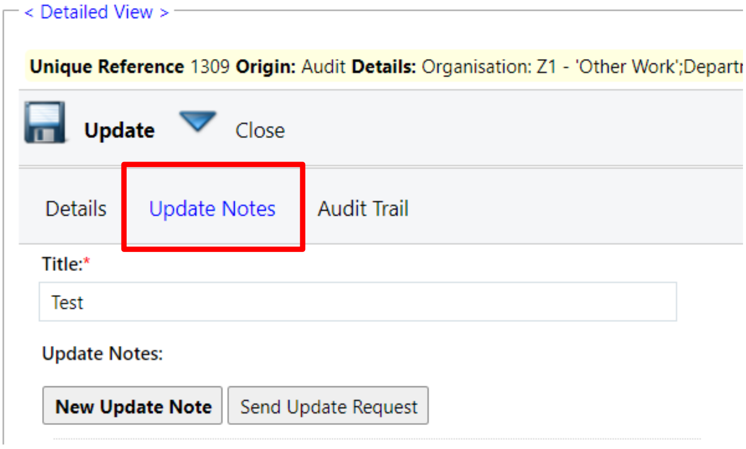
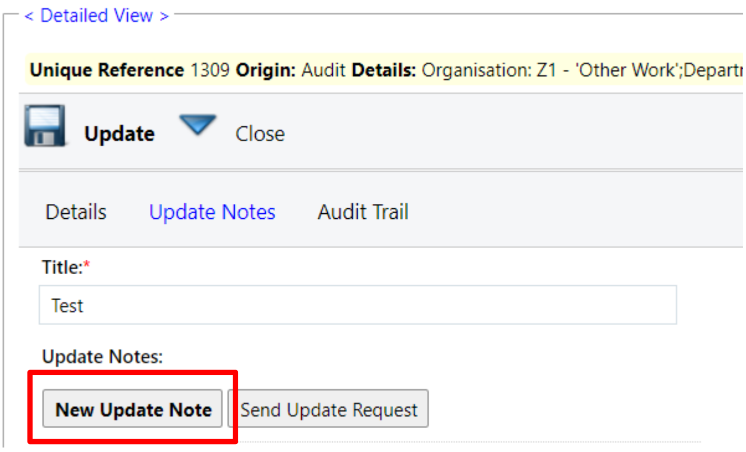
(explanations of the different statuses are included within the system)

- Subject to your access rights, you may also be able to update the “Revised Date for Implementation” field; however, this is limited to key staff to enable effective control of the implementation of recommendations. Recommendation implementation dates are approved by your organisation’s audit committee (may be known as Audit Committee, Audit & Risk Committee, Audit & Performance Committee or Assurance Committee in your organisation) and therefore need to be tightly controlled.

2. Update Notes Tab



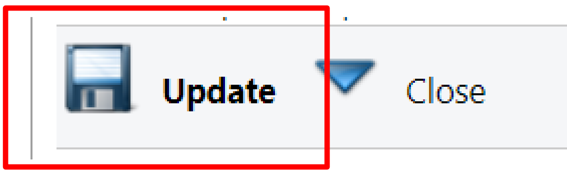
- In this tab you can see update notes against the recommendation and add a "New Update Note" by clicking the relevant button:



- This should be used to provide an update on progress in implementing the recommendation, any delays or to justify any changes made, such as to the responsible person

**** WARNING – Update Notes cannot be removed once added ****

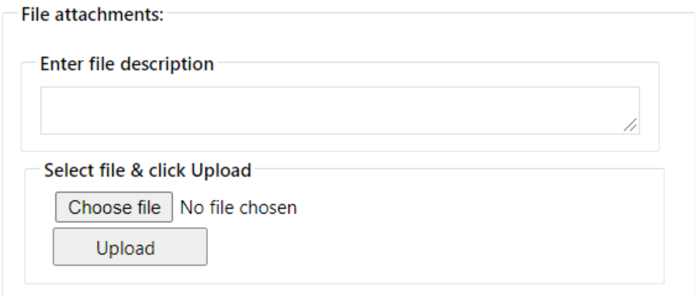
- Once you have made any changes you **must click the "Update" button** to save your changes, including adding any attachments.



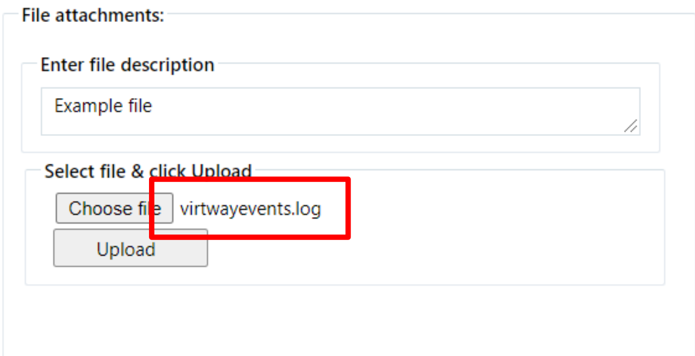
- Also under this tab, as part of updating a recommendation, you can add **attachments**. Further detail on how to do this is provided below.

3. Adding an Attachment

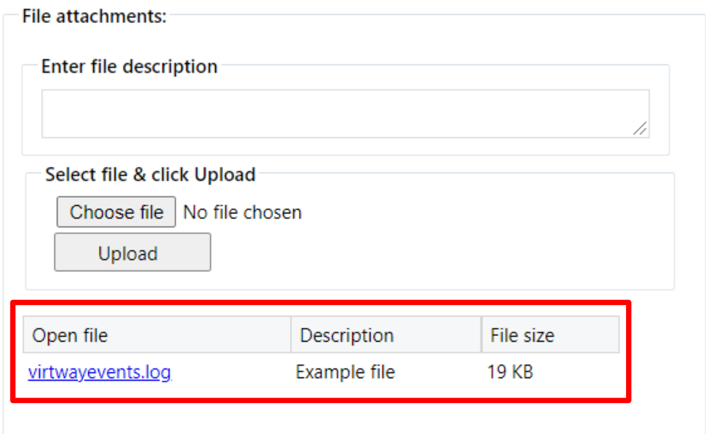
- To add an attachment against a recommendation, either to evidence its completion or to provide additional information regarding a delay, scroll down to the "File attachments" section under the "Update Notes" tab:



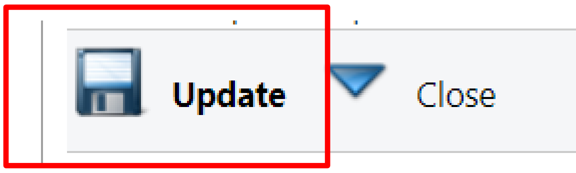
- Click on the "Choose file" button and select the file from your computer that you wish to attach.
- The file will name will then be shown in the box:



- Type in a description of the file in the top "Enter file description" box and then click the "Upload" button.
- Any attached files will then be shown underneath this box and can be opened by clicking on the link:



- Once you have made any changes you **must click the "Update" button** to save your changes, including adding any attachments.



****** WARNING – Please Consider Data Protection When Uploading Documents ******

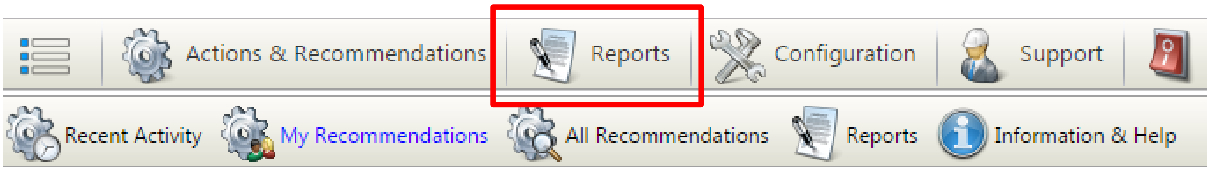
It is the user's responsibility that any documentation or evidence uploaded to the system is in accordance with data protection legislation, including the UK Data Protection Acton Act and UK General Data Protection Regulations (2018). If you are unsure DO NOT upload the information but contact your Data Protection Officer or Internal Audit who will be pleased to help.

If you need any support in updating a recommendation please contact a member of the Internal Audit team.

4. Reporting on Recommendations

We are developing a suite of reports that we hope to make available to Business Users in the near future but for now the information below will enable you to produce some basic reports out of the system. If you need specific information not available from the online reports please contact the Internal Audit team.

- On the top menu, select the "Reports" tab and this will bring up a list of standard reports:

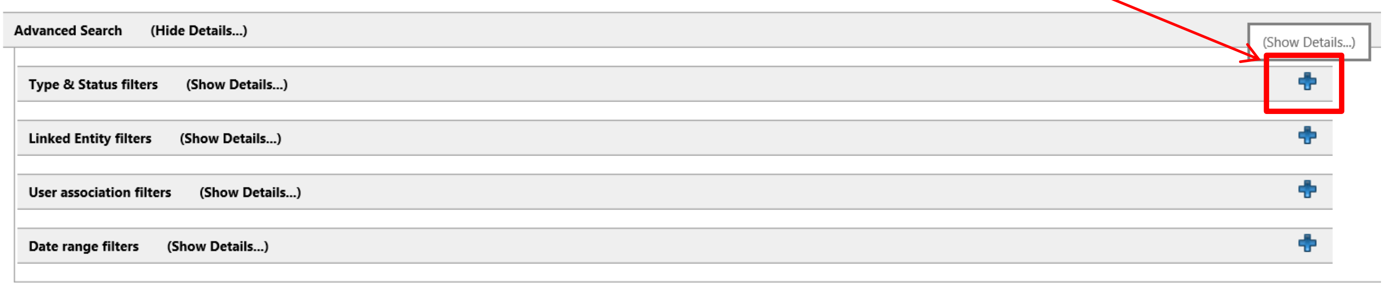


- Click on the "Select" button to run any of these reports:

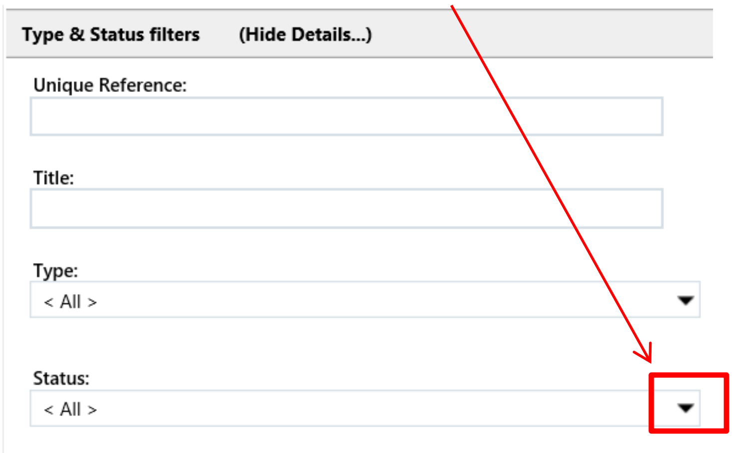
Standard Reports **(Hide Details...)**

	Export As	Save as memorised Report	Name
Select	Microsoft Excel Spreadsheet (XLSX)	Save as memorised Report	Online recommendation overdue graphical analysis report (by end date)
Select	Microsoft Excel Spreadsheet (XLSX)	Save as memorised Report	Online recommendation detail report
Select	Microsoft Word document	Save as memorised Report	Recommendation detailed analysis report

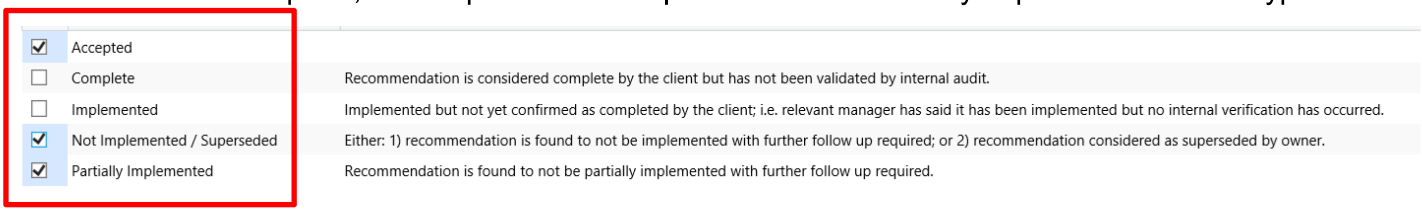
- From the next page you will be able to “filter” what is in the report. In relation to the graphical analysis report (by end date), which provides a pie chart showing an aged overdue report of the recommendations along with details of the recommendations included, we suggest that you add a filter on the “Status” to remove all recommendations considered ‘Complete’ as they will skew the results. To do this, click on the ‘show details’ blue cross for “Type & Status filters”:



- Click on the black arrow for the “Status” drop down box:

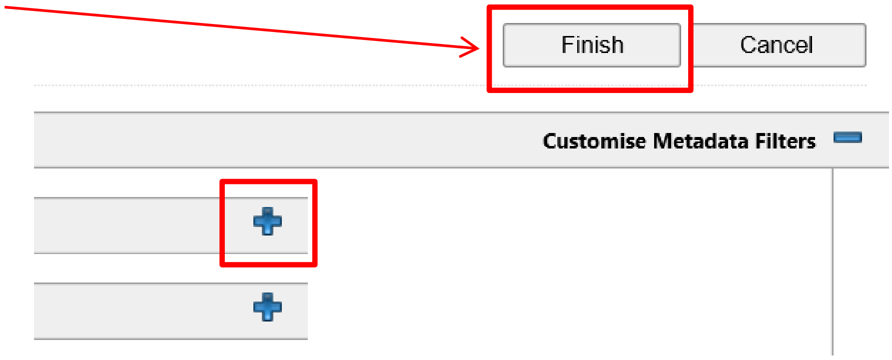


- Select the “Accepted”, “Not Implemented / Superseded” and “Partially Implemented” status types:

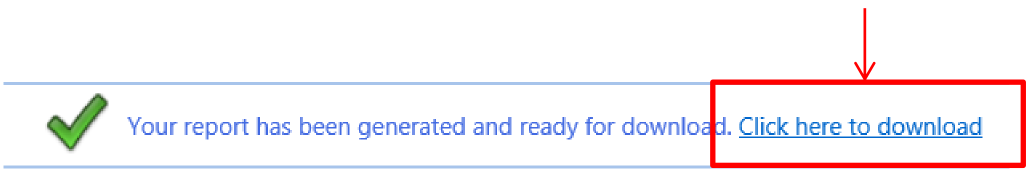


- Click “Ok” in the top right-hand corner:

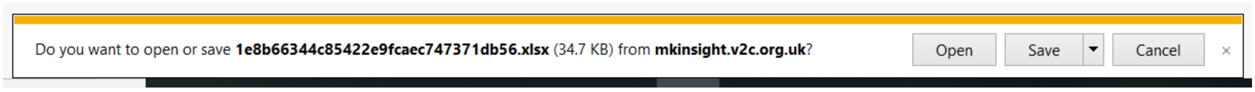
- Click “Finish” in the top right hand corner of the screen:



- The system will then generate your report and you can open if from the link provided:



- Depending on your browser you may get an additional dialogue box like the one below:



- Click ‘Open’ or ‘Save’ as required.