Wolters Kluwer
When you have to be right

TeamMate®

Leading Audit Evolution

Office of the Washington State Auditor
Pat McCarthy

TeamMate+ Audit

K645-RFI-2011 Response

Last Updated: 12/3/20

Executive Summary

Thank you for inviting TeamMate, part of the Wolters Kluwer organization to present your company with this information for your Audit Management System. We view every business relationship as a partnership, and accordingly, we have submitted a response which reflects our deep commitment to the successful rollout of TeamMate within your organization.

We are confident that TeamMate will best suit your needs. TeamMate is licensed based on a standard set of terms and conditions, which are included in the "TeamMate Global License, Support, and Services Agreement". Our response to this Request for Information **does not** constitute acceptance of any terms and conditions presented by your organization.

We understand that choosing an audit, risk, and control solution is a difficult and time-consuming process, and that your decision will impact both your team and many other individuals. Also, as you review the responses from each vendor, the software options look somewhat similar. Rest assured, TeamMate has not only software solutions designed with you in mind, but with more years of experience and more customers than the others combined, we are the trusted partner you need to ensure success.

As you evaluate each vendor, ask them pointed questions to find out if they are a strong enough partner:

- Do they have a global presence like your own organization?
- Do they have an implementation and support system that can handle your needs?
- Has the exact product they are attempting to sell you been market tested for at least 5 years?
- Would supporting your organization put a strain on their resources and cause delays to your deadlines?
- Will the consultants they send have deep audit and product expertise?
- Does the solution they offer facilitate conformance to all the IIA Standards?

Your decision is one that should not be left to chance. TeamMate software is designed to improve audit department efficiency, consistency in the quality of audit work, and visibility across the entire lifecycle. TeamMate as a company is proven in every industry and in over 100 countries. Of all the vendors you will review, only TeamMate combines deep domain knowledge with specialized technology, so you can make your decision with confidence.

Company Description

Wolters Kluwer enables legal, tax, finance, and healthcare professionals to be more effective and efficient. We provide information, software, and services that deliver vital insights, intelligent tools, and the guidance of subject-matter experts.

We create value by combining information, deep expertise, and technology to provide customers with solutions that improve their quality and effectiveness. Professionals turn to us when they need actionable information to better serve their clients.

Our 175+ years of history stretch across many geographies and areas of expertise. Our revenue is spread globally with 55% coming from North America, 37% from Europe, and 8% from Asia and the rest of the world. Wolters Kluwer's four operating divisions are organized around its core markets and customer groups: Legal and Regulatory, Tax & Accounting, Health & Pharma Solutions, and Financial & Compliance Services. TeamMate is part of the Tax and Accounting product offerings within Wolters Kluwer. Wolters Kluwer was founded 1837 and currently employs more than 19,000 individuals with over 200 employees focused on the TeamMate product. Wolters Kluwer is traded on the Euronext Amsterdam stock exchange.

TeamMate's history began in 1993 under the leadership of PricewaterhouseCoopers (PwC). In the 14-year tenure with PwC, TeamMate grew from annual revenues of $4,000 to over $25 Million. Wolters Kluwer (CCH) acquired TeamMate from PwC in November 2007. TeamMate is presently recognized as the industry standard with approximately twice the market share of its closest competitor. More than 115,000 auditors from 3,000 organizations around the world are using TeamMate to manage their audit processes.

Key company information	
Tax Identification Number	411792530
Dun & Bradstreet Number	926828989
State of Incorporation	Delaware
Staff count and locations	200 staff members. The primary US office is in Tampa, Florida. Additional staff are based in locations around the United States, as well as in Europe, South Africa, Hong Kong, and Australia.
Company Website	Please see http://www.wolterskluwer.com/
Product Website	Please see http://www.teammatesolutions.com/
Office locations	Wolters Kluwer Financial Services 6815 Saukview Dr. St. Cloud, MN 56302 (320) 251-3060 TeamMate 4221 W Boy Scout Blvd., #500 Tampa, FL 33607

Product Description

To meet your organization's requirements, our proposed solution is TeamMate+. TeamMate+ is designed to improve audit department efficiency, consistency in the quality of audit work, and visibility across the entire audit lifecycle. TeamMate+ includes solutions for risk assessments, audit plan management, audit execution, management review, audit report generation, risk and issue trend analysis, audit committee reporting and storage. By providing a seamless, web-based strategy for managing audits, TeamMate's audit software eliminates the barriers associated with disconnected electronic files, driving efficiencies into all facets of the internal audit workflow, including:

- Audit planning and risk assessment – TeamMate includes both strategic and process level risks that can be rated using an unlimited number of qualitative factors (e.g. impact, likelihood) and quantitative factors (e.g. account balance, revenue, expenses). The audit plan is then built from the resulting risk scores.

- Resource and scheduling management – After deciding which audits to include, budgeting is completed from a capacity perspective before moving into a scheduling phase.

- Controls tests – Controls are included in audits for testing, either from the risk assessment or added directly to the audit. Testing is supported with documentation created by the auditor and/or gathered from the auditee.

- Audit reporting – Audit reports can be generated from the audit to include all the key information from the audit. The report also includes workflow options to publish the report to management from the application.

- Remediation management – Issue are tracked through to remediation within a single, consolidated area in TeamMate. Action plan owners can access the items they own and provide both status updates and related documentation.

TeamMate further includes several market differentiators, including multidimensional risk assessments, offline capability, an PDF/Office integration from a web-based system. These items are designed to increase the depth of the information gathered from risk assessment and improve the audit team's productivity.

TeamMate solutions also include Controls Management and Data Analytics. Together, this ecosystem of solutions provides auditors with the confidence needed to manage all aspects of risk identification and assessment, electronic working paper creation and management, controls framework management, and data analysis.

K645-RFI-2011 Requirements Response

Information submitted should detail how the software meets the following:

1. **Allows for efficient documentation and review of audit work and recommendations in compliance with professional standards, accommodating a wide variety of external audit types and sizes**
TeamMate+ is designed to improve audit department efficiency, consistency in the quality of audit work, and visibility across the entire audit lifecycle. TeamMate+ includes solutions for risk assessments, audit plan management, audit execution, management review, audit report generation, issue tracking, risk and issue trend analysis, audit committee reporting and storage. As a core value to Wolters Kluwer, TeamMate has taken a customer-focused approach to product development for 25 years and counting. This customer focus is based on industry trends in information ecosystems, technology enablement, changing talent landscape, integrated risk, and audit disruption. Since its inception, TeamMate software has been developed by auditors for auditors. It was designed based on Auditing standards and continues to focus on meeting those standards to this day.

2. **Customizable User Interface, perspectives (user views) and terminology that allow the workflow to be customized**
TeamMate+ Audit is configurable by each customer to meet their needs. The taxonomy is almost 100% configurable, allowing for the defining of terminology and categories to meet documentation and reporting needs. Perspectives may be configured globally to determine which information should be visible and in what order. The audit workflow of phases and milestones may also be configured to match your workflow methodology. These user configurations are available out of the box, and do not prevent the ability to apply subsequent patches or upgrades, which is often the case with "customized" software solutions. All configurations can be made directly in the application by the end-user.

3. **In addition to laptops and desktop computers, ability to use mobile devices and tablets for access**
TeamMate+ Audit is a fully web-based application. It is accessible through different browsers, including Chrome, Internet Explorer, Microsoft Edge and Safari. It is cross-platform, and can be used on desktops, laptops, iPads and other tablets, as well as mobile devices. As a web-based application, it will adapt to the platform being used.

4. **All associated server environment data (operating system, data base brand and architecture, required framework and/or stack)**
Please see the attached IT Overview document for information on the technical specifications and requirements.

5. **Ability to operate on current MS Windows 10 OS and future patch releases and updates**
TeamMate+ Audit is compatible with Microsoft's Windows 10 Operating System (32- and 64-bit environments). We are committed to testing and supporting future Windows OS releases and updates. See the attached IT Overview for more information.

6. **Compatible and fully integrated with latest versions of MS Office Products, including Office 365 (cloud and desktop clients) and Office 2016**
The following versions of Microsoft Office are supported. See the attached IT Overview for more information.

- Microsoft Office 365 Pro Plus (32 and 64-bit)
- Microsoft Office 2019 (32 and 64-bit)
- Microsoft Office 2016 (32 and 64-bit)
- Microsoft Office 2013 and 2013 SP1 (32 and 64-bit)

7. **Compatible with latest versions of common web browsers (Google Chrome and Microsoft Edge)**
The following web browsers are supported. See the attached IT Overview for additional details, including any related caveats.
   - Internet Explorer 11 and Edge
   - Chrome on Windows
   - Microsoft Edge Chromium
   - iPad (Safari – iOS9 and later)

8. **Compatible with common electronic document file types and associated 3rd party software, including but not limited to .PDF portable document files (Adobe and Nitro Pro), .JPEG and BMP digital images, .TXT text files, and .ZIP compressed data files**
TeamMate+ is compatible with most common electronic document file types and associated 3rd party software, including .pdf, .jpeg, .bmp, .txt and .zip. We also offer patented Advanced Integration technology that allows for the use of TeamMate functionality in attached Adobe PDF, and Microsoft Word and Excel files. Below is a list of the known file types not currently supported.

Invalid File Types

- The upload process currently blocks upload of the following file types (by extension):
  - .exe, .com, .dll, .bat, .cmd, .vbs, .js, .wsf, .sql, .msi, .msp, .add, .ade, .asp, .aspx, .bas, .chm, .cpl, .crt, .dbx, .fon, .hlp, .hta, .inf, .ins, .isp, .jse, .lnk, .mde, .msc, .mst, .ocx, .pcd, .pif, .reg, .scr, .sct, .shs, .shb, .url, .vb, .vxd, .wsc, .wsh

9. **Ability to attach external files (i.e. pdf, docx, xlsx, jpg, bmp, tif, etc.) to all work flow items**
External files may be attached to most objects throughout the audit workflow, including to auditable entities, objectives, risks, controls, test procedures, issues and recommendations. Our integrated Document Request, Self-Assessment, and Issue Tracking functionality also allow for the attaching of files by external parties. Collaboration with these external parties do not require additional licensing on the installation of the application for those parties.

10. **Workflow tracking (edit history) including status designations (such as prepared and supervisor reviewed)**
We have a full edit history that keeps track of prior and current values for edits being made on most objects throughout the audit workflow. The tracking of status changes (In Progress, Prepared, Reviewed, etc.) are captured both in the edit history, but also separately maintained in the workflow area.

11. **Electronic workpaper management including version control and automated assignment of workpaper identification numbers (audit reference codes)**
Workpapers attached in TeamMate+ allow for the capture and retaining of up to 10 versions of each document. Though audit reference codes are not currently automatically assigned, they are able to be labeled using a dedicated Code field. Automatic code generation is currently on our roadmap for a future release.

12. **Ability to restrict editing or changes to engagement projects or workpapers for retention purposes (i.e. finalization, freezing or archiving procedures)**
Once audits are Closed, users are restricted from performing further edits.

13. **Ability to set engagements and workpapers as confidential (limited or restricted access)**
Enhanced control and flexibility of user roles and assignments gives you the ability to restrict access to confidential information to only specific users.

14. **Ability to search by keywords, attributes, and/or values**
On-screen search bars throughout the application allow for easy searching of all objects (folders, objectives, risks, controls, test procedures, issues, recommendations, coaching notes and supporting documents). Current search capabilities are by object title. However, full text and attribute searching is on the roadmap for a future release.

15. **Ability to meet compliance regimes that may include storage and transmission requirements for health records, payment card information, personally identifiable information, or other types of confidential information**
Though TeamMate+ is a fully web-based application, we still offer on-premise installation. When installed on-premise, information is stored on your local web servers and therefore subject to your internal security requirements. For our TeamCloud hosting option, please see the attached TeamCloud Technical Security Overview. Additional security reports are available by request.

16. **Exception and audit issue tracking for follow-up corrective action**
TeamMate+ audit includes both response and issue follow-up tracking. Response Tracking functionality allows for the collaboration with business contacts on the development and agreement of corrective action plans and due dates prior to the issuance of the final audit report. When ready, issues and agreed-upon action plans may be released for tracking to completion. This functionality allows for direct system access by business contacts throughout the business. Business contacts have their own landing page to keep up with current and outstanding items. Integrated in-app and email notification functionality allows for the automatic generation of initial, reminder and past-due notifications, as well as notifications on status changes and other updates. All business contact access is included as a complimentary feature with your department licenses. Standard perspectives, views dashboards and reports are available for status tracking.

17. **Ability to support real-time digital collaboration through dashboard reports and supervisor reviews (edit comments)**
Standard widgets and dashboards may be used and configured by each user to create a custom home screen for tracking the status of audits, testing, issues, recommendations and notes. These widgets offer drill-through capabilities to go directly to each item, or simply view the details in place. Coaching Note functionality allow for the creation, prioritization, assignment and sign-off of internal notes, comments and/or feedback. These notes capture full dialogue discussions, as well as the ability to retain or delete at the completion of the project.

18. **Provide real-time tracking of work flow and project status**
Standard reports and dashboards are available for the tracking and reporting of workflow states and overall status of projects. Overall phases as well as last milestones achieved may be configured to meet your specific

audit workflow methodology. Reports and dashboards can be saved and scheduled for automatic distribution.

19. **Ability to add hyperlinks and bookmarks for cross-referencing and efficient navigation**
Hyperlinks may be added throughout the project for easy cross-referencing and reperformance of work. Cross-audit hyperlinking has also been added for easy referencing across projects or year-over-year. Our patented Advanced Integration also allows for point-to-point hyperlinking directly within Microsoft Word, Excel and Adobe PDF files.

20. **Ability to create and maintain templates of our knowledge base which can be imported into the audit documentation software**
Our TeamStore creates an integrated place for you to store your knowledgebase of information for easy accessing and leveraging within audits. Templates may be used to easily import existing information into TeamMate+ Audit, however, you also have access to our comprehensive library of content. Also, keep in mind, as an existing TeamMate AM customer, any current TeamStore content may be copied directly over to TeamMate+ Audit during your migration.

21. **Administrative capabilities to establish and update user accounts, system polices, and workflow preferences**
Administrative functionality, including, but not limited to, settings, policies, user account maintenance, workflow setup, notifications, perspectives and the like, are all available directly through the user interface. These items may be accessed and modified as needed by your internal TeamMate Champions. These champions will receive training on how to administer and maintain your setup during as a part of the services delivered with your migration.

22. **Administrative rights to specify user access policies and permissions (controlled user access). User permission and access controlled by System Administrator**
System Administrators and/or Champions will have access to manage user role assignments, as needed.

23. **Open APIs or other means for integration with other software modules and applications, dashboards and reports**
We offer a Reporting API with TeamMate+ Audit at no additional fee. We provide our connectors which allow you to integrate TeamMate+ with third party applications for custom reporting and dashboard creation. We also offer a Data Exchange API which allows for the back-and-forth flow of data between TeamMate and other applications. Subscription costs are incurred with the licensing of the Data Exchange API.

24. **Ability to copy, duplicate, transfer, and generate printable reports for all work product within the software solution**
Global perspectives can be configured activated for use by all users throughout the application. All perspectives are exportable to Excel. TeamMate+ also offers the ability to create customizable report templates that can pull data directly out of individual audits and generate a Word-based report. Sharing audit work is also available by providing direct, read-only project access to external parties, or through the production of offline copies of projects.

Project roll-forward, and the ability to be logged into multiple projects on separate windows (or browser tabs), make it easy to copy prior work into new engagements.

25. **Offline System Capable, without network connection to cloud or main server, while maintaining central database**
Though TeamMate+ is a fully web-based application, you are still able to produce fully functioning offline copies of audits. Changes made in these offline copies may be synced or merged back into the central database, once a network connection is established.

26. **Supports data backup and recovery. Prefer ability to recover individual audit files without having to roll back the entire database**
For our TeamCloud hosted customers, the TeamMate Hosted Software Solution includes daily backups retained for four weeks. All Production SQL databases are backed up nightly and then transferred off-site for safe storage (in the same jurisdiction). For on-premise installations, backup frequency and maintenance are the responsibility of your internal IT staff. Backups may be recovered for the accessing of relevant data, but restoring of backups is of the entire database, and not individual project files.

27. **Auto-Sync Capable with conflict identification and resolution features**
Syncing and merging of data may be manually initiated from the offline project file. The user is notified of any conflicts or errors produced during this process and is given the opportunity to resolve such issues before attempting the sync or merge process again.

28. **Ability to import and export (e.g. project rollover) information and work product within the software solution. Please specify acceptable data formats for import/export and inter-application analysis and reporting**
TeamMate+ Audit had integrated roll-forward functionality at both the assessment and project levels. Prior to initiating the roll-forward process, you can determine which information should be included in the newly created project or assessment, including attachments, signoffs, document requests and even reports produced.

29. **Ability to customize configurations based on preferred workflow using specific fields and values such as: project names, client names, client types, engagement numbers, engagement types, reporting periods, and report issue dates**
Within TeamMate+, you can create different templates, each with their own features, taxonomy, TeamStore content and workflow choices. Currently, the template used is manually selected at the time of project creation. However, Advanced Workflow Engine capabilities on the roadmap, will make additional functionality in this area available in a future release.

30. **Policy and Terminology Configuration Management: structured hierarchy; provides for configuration updates that associate all data with the assigned configuration item. All data auto-populates based on administrative configuration.**
Per the response above, TeamMate+ includes the ability to create different templates, each with their own features, taxonomy, TeamStore content and workflow choices. Currently, the template used is manually selected at the time of project creation. However, Advanced Workflow Engine capabilities on the roadmap, will make additional functionality in this area available in a future release.

31. Online tutorial and offline manual and help functions

A comprehensive help guide is available directly from within the application. We also offer a library of online computer-based training courses that may be accessed at any time from our TeamMate Connect user community website.

32. System Training to cover administrative needs and availability during regular business hours to support product issues

As a part of your migration implementation, we include Migration Services training for both your Champions and end-users. This training comes with standard exercise-based participant workbooks. Our US-based, Technical Support team is available from 8:30am to 7:00pm EST. Support tickets may also be created and monitored online through our TeamMate Connect user community website.

33. Expandability and integration support for new technologies (i.e. follows software development best practices and has an active development plan / business plan that will ensure continued compatibility and integration with new technologies)

Our Product Management and Development teams follow an agile development process, with an active development and business plan that is driven by updates in standards, technology, and directly feedback from customers. Access to our latest development roadmap may be provided by request.

34. Vendor offers enterprise level product and/or service

TeamMate offers both subscription and perpetual pricing on a tiered or per user basis.

TeamCloud Hosting Option

With TeamCloud, secure access to your custom TeamMate environment is available over the web. Hosting can be a cost-effective alternative, providing a powerful and stable environment without the burden of deploying software and developing the associated infrastructure. Choosing TeamMate hosting allows your organization to concentrate on building your business, not your infrastructure.

Availability

With TeamCloud, your data is available when you need it. Your information resides on our managed servers, which are load balanced to provide maximum performance and stability. Your employees access your audit programs, work papers, recommendations, and other TeamMate data securely through the web. In today's information technology environment, employees expect web access to their tools. TeamMate hosting solutions allow you to support your remote and local teams with the same flexible, stable environment.

Cost Savings

Your organization can achieve significant savings by letting us host your TeamMate Suite. Most organizations find that the cost of a hosted solution versus developing their own environment is significantly lower. The need to purchase and manage additional hardware as your TeamMate databases expand is eliminated. In addition, the involvement of your information technology staff is minimized, since our team fully supports user access, manages the servers, and monitors performance. TeamMate hosting solutions are a cost-effective and flexible answer to the needs of many organizations.

Secure Solution

With TeamCloud, your information is protected and secure from physical risks and unauthorized access. Industry standard firewall, backup, and data center security technologies and processes are in place to keep your data available and secure.

- Each customer has a separate database with individual user accounts and passwords.
- Access to your data is secured by proven technologies.
  - Access is secured from the Internet using industry standard, high-availability firewall technology at both the application layer, and the data layer.
  - All traffic to the hosted software site is secured using TLS (the latest and more secure version of SSL) encryption protocols.
  - The hosted systems are operated under the controls, security, and audit process of the SSAE16 / ISAE 3402 Type II SOC 2 hosting facility.
- System availability is constantly monitored with automatic notification of outages to our support team.
- All systems are designed to provide 99.9% availability to customers with component redundancy and fail-over architecture.
- Custom catastrophic event management is available with custom contract terms.
- Your data is backed up automatically with additional options available.
 - TeamMate data is backed up daily and retained for two weeks.

Wolters Kluwer Migration Implementation Approach

We believe that developing a solid foundation and working relationship is an important step during the migration from TeamMate AM to TeamMate+ Audit.

Our model follows a defined and proven methodology, which focuses on meeting your business objectives and ensuring your success with the TeamMate+ software.

The model, shown in the graphic below, includes the following stages:

Project Methodology
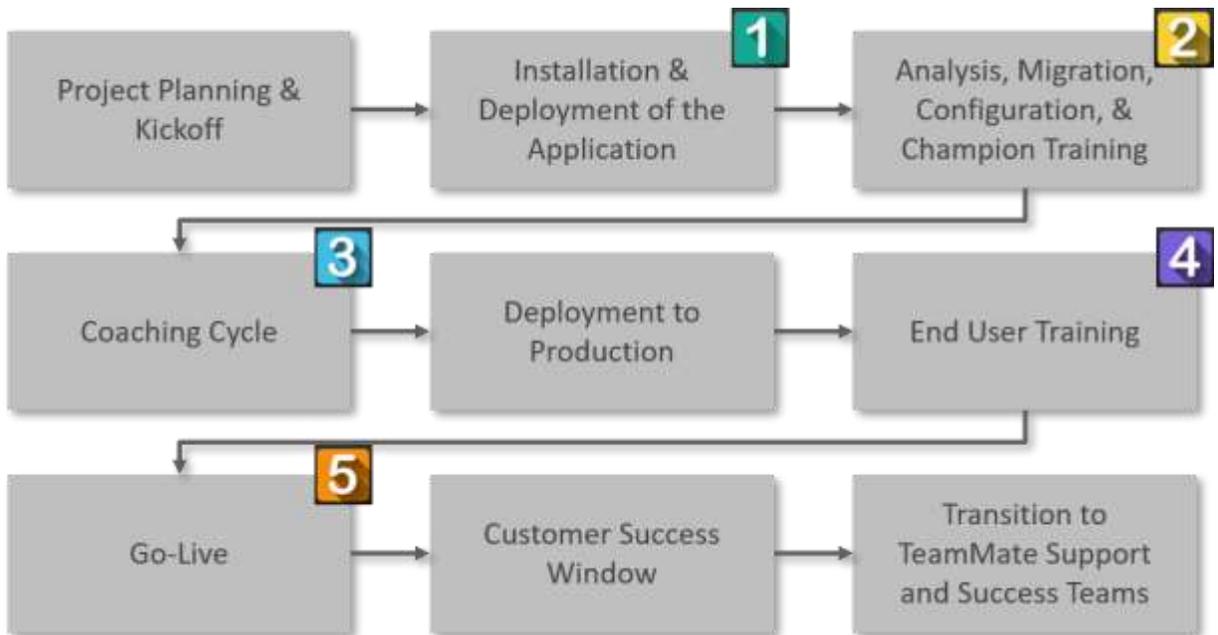
Our approach will require that you periodically acknowledge that Milestones have been achieved over the course of the project. The graphic below provides definitions for each of the Milestones identified above:

To make the most efficient use of your implementation team's time, Wolters Kluwer will provide a mix of onsite and remotely delivered services. Wolters Kluwer consultants follow a proven implementation process to ensure a successful rollout of your TeamMate software.

Project Timeline

Project timelines vary based on the organization, complexity of requirements, and availability of resources internally to support the migration. Typically, we start with an understanding of your business objectives for the migration and then develop an agreed upon plan and schedule to accomplish the objectives. The estimated timeline presented below outlines the Wolters Kluwer standard migration approach by week once the project kicks off.

Note: The timeline below is an estimate intended for illustrative purposes only. Your project timeline will be developed based on further analysis to reflect several considerations including the complexity of your requirements, consultant availability, the number of users, hosting approach, and geographic distribution of staff members.
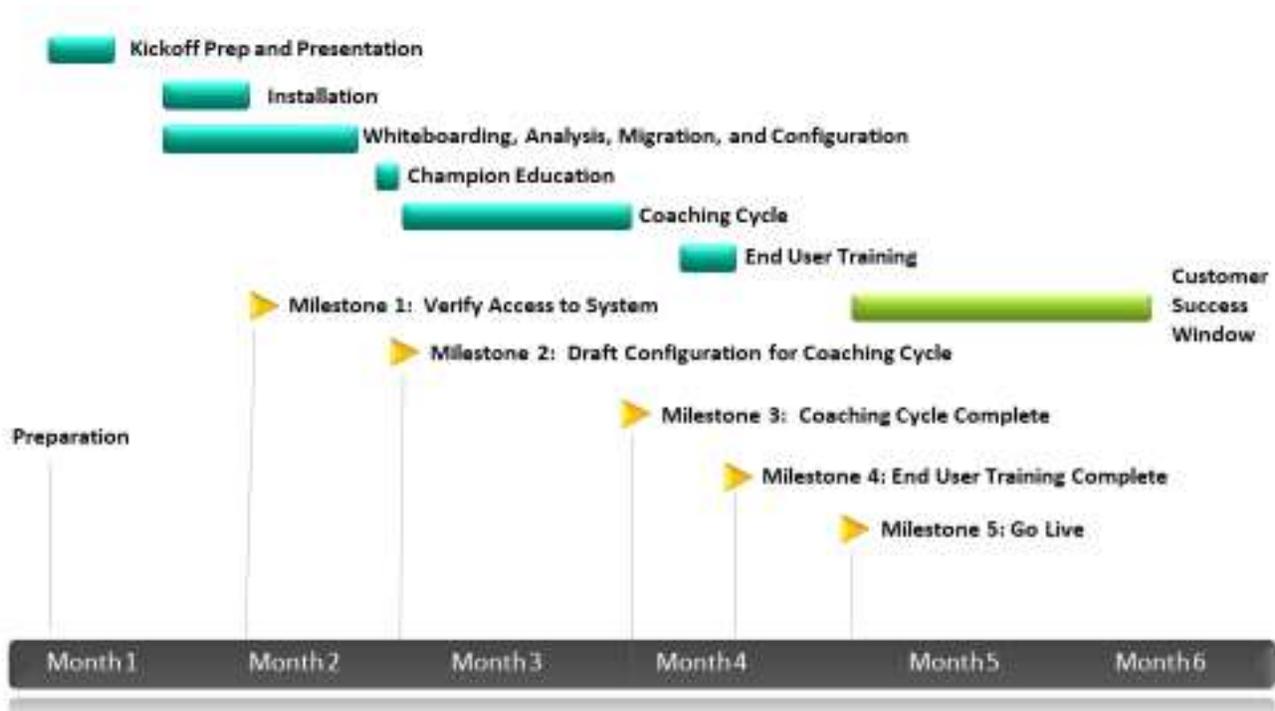
Implementation Program Overview

Project Planning and Kickoff Meeting

One of the keys to a successful migration is effective project management. A Project Planning period will provide the information necessary to create a baseline project plan with your specific scheduling requirements.

We will use this information to prepare for the project kickoff meeting, during which we will discuss goals, objectives, schedules, key milestones, and project methodology in a meeting that will include key stakeholders both from our team and from yours.

The migration process utilizes an online Portal[1] that provides tasks and activities to be performed by you while preparing for, and during, the project. You will be requested to identify a contact (Migration Facilitator) who will perform certain tasks in the Portal. The Lead Consultant will monitor your progress of tasks on the Portal.

The Lead Consultant will schedule a project Kick-off call to:

- Introduce the Portal
- Outline preparation tasks, including information gathering
- Introduce on-demand training modules delivered via the TeamMate Learning Center[2] (accessed via the Portal), including deadlines for completion of certain modules
- Discuss migration project scope, goals and objectives
- Confirm the overall project methodology
- Review the project schedule and propose, and confirm, key project Milestone dates

The Lead Consultant will also direct the following activities, as required:

- Set agendas for, and conduct, all project meetings
- Act as, or provide, a key liaison with your project coordinator

You will have preparation work to complete prior to the Migration, Configuration and Champion/Administrator Training phase, including the following activities:

- Work through the Preparation tasks identified on your portal.
- Your Migration Facilitator will be responsible for identifying tasks as completed.
- Champion/Administrators (and, optionally, end users) are required to take e-learning modules through the portal prior to specific scheduled sessions.

Deliverable(s):

- Kickoff Agenda
- Kickoff Deck, with annotations
- Project plan (if required)

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[1] Each customer gets their own Portal on TeamMate Connect, our online user community. Your Portal will outline tasks that you must perform as you progress through your migration project.

[2] The TeamMate Learning Center is our online location for our on-demand courses. The courses cover various topics to increase your understanding of TeamMate+ and its capabilities. CPEs are granted for successful completion of courses.

Installation and Deployment of the Application

TeamMate's IT Services will work directly with you on the installation of both a non-production and production environment.

> Deliverable(s):
> - Installed software in non-production and production environments, either on premise or hosted
> - TeamMate Installation and Technical Configuration Guide or TeamMate Hosting User Guide, as appropriate

Migration, Configuration, and Champion/Administrator Training

Prior to the kickoff meeting and these sessions, your implementation team should complete the tasks outlined within the Portal including:

- Performing the clean-up of data in your TeamMate AM database in preparation for data migration.
  - Guidance on this activity is provided via the Portal
- Completing modules/lessons in the TeamMate Learning Center.

Your Lead Consultant will meet with you to understand how you are using your current TeamMate AM system, and to review any existing formally documented processes that you want to include in TeamMate+ Audit. This will also include discussion of which data, if any, should be migrated from TeamMate AM to TeamMate+ Audit, and when it should be migrated.

Your Lead Consultant will discuss the migration of Core data (Global Organization Hierarchy, Terminology & Categories (Taxonomy), and Users) from TeamMate AM to TeamMate+ Audit using the Migration Wizard. These data will be migrated prior to the start of the configuration in TeamMate+ Audit.

The migration and configuration will cover those areas indicated in your proposal as "Our Understanding of Your Requirements". Some or all features/capabilities for TeamMate+ Audit may be configured or reviewed in accordance with the current TeamMate AM configuration and the TeamMate+ Audit capabilities selected in the section "Our Understanding of Your Requirements".

You will likely want to perform migration of additional data from the TeamMate AM Production database to the TeamMate+ Audit Staging and Production databases using the TeamMate+ Migration Wizard. Details of the data to be migrated, and the timing of data migration will be discussed. Data may include certain TeamStore data, (Closed) Audit Projects[3], and tracked Issues & Recommendations.

We will provide services in which we will:

- Understand your current state processes, terminologies, and timelines
- Guide your Champion/Administrator/Administrator(s) to complete the initial configuration of the application
- Train your TeamMate "Champion/Administrators" (see the table below for Role Descriptions), including instruction on how to administer manage the above configuration settings, including Audit Report template personalization.

Following the configuration and Champion/Administrator training activities, we will provide your Champion/Administrators with training on use of the system, documented guidance on how to validate your

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[3] Only "Closed" projects in TeamMate AM can be migrated to TeamMate+. This will likely result in there being a period during which you have already started new projects in TeamMate+ Audit and you are completing in-progress projects in TeamMate AM.

configuration, and a week to validate the configuration. Questions can be sent to your Lead Consultant during the week, and then he/she will conduct live Q&A sessions during which answers to your questions will be provided and which, if necessary, will support some minor adjustment to configuration settings.

Attendees of Configuration and Champion/Administrator training sessions are eligible to receive CPE credits.

Deliverable(s):
- Initially Configured TeamMate software
- TeamMate Champions Guide
- TeamMate User Guides

Coaching Cycle

The objective of the Coaching Cycle is to validate the configuration using real business scenarios by:
- Executing a previously completed project in your new system
- Reinforce the knowledge of your TeamMate "Champions" in the use of your new system
- Defining and making any necessary minor configuration adjustments prior to End-User Training

Deliverable(s):
- Final Configuration
- Coaching Log

Deployment to the Production Environment

Your Lead Consultant will work with our Technical Services team to:

- Arrange for the installation of your Production environment, and
- Facilitate the backup/restore of your Staging database into your Production environment.

Deliverable:

- Configured TeamMate+ Audit software in Production environment and ready for use.

End-User Training

TeamMate will provide standard end-user training for your staff (unless you have purchased additional training classes), which will focus on the features and processes within the application. The preferred limit for on-site end-user training classes is 20, with a maximum limit of 22. The preferred limit for remotely delivered training classes is 10 attendees, with a maximum limit of 12. We do not permit remote attendees for onsite training classes. We also do not permit recording of any of our sessions.

Attendees meeting necessary requirements are eligible to receive CPE credits.

Deliverables:

- TeamMate+ Audit Participant Training Workbook, in electronic format

Go Live

At this point, you are ready to go live, apply the knowledge that you acquired and use the application to achieve the business objectives you have set to accomplish. The TeamMate project manager will coordinate a project close meeting, during which the team will review:

- Overall project success in meeting deliverables, timelines, objectives, etc.
- Outstanding issues and questions
- Success Window
- System Readiness

Deliverable(s):
- TeamMate software in production and ready for use
- Updated Project Implementation Log

Customer Success Window

Wolters Kluwer strongly believes that the initial periods of software use are critical to long-term customer success. In keeping with this belief, we provide new customers with a "Customer Success Window" that provides a unique level of service and attention. During this period, your consultant will have dedicated responsibility for your success. The Customer Success Window includes:

- Periodic calls to discuss progress, best practices, issues, etc.
- Availability of direct contact with your consultant for troubleshooting issues, etc. (if needed)

Deliverable(s):
- As Needed

Transition to our TeamMate Customer Support Team

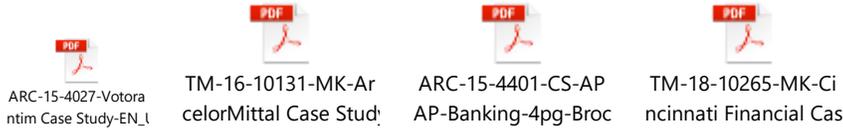After the Customer Success Window, your consultant will arrange for a conference call introducing our Customer Support team. During the call, each group will explain their functions and processes, after which you will officially transition into our mainstream technical support and client relations activities.

Deliverable(s):
- Project Summary and Transition deck
- Final Project Implementation Log

Case Studies

We have attached several relevant cases below. We also invite you to visit our website for more testimonials and insights into the audit profession.

ARC-15-4027-Votora ntim Case Study-EN_L	TM-16-10131-MK-Ar celorMittal Case Study	ARC-15-4401-CS-AP AP-Banking-4pg-Broc	TM-18-10265-MK-Ci ncinnati Financial Cas

Ongoing Technical Support

Telephone and e-mail support is currently available to the Licensee Support Contact a minimum of eight (8) hours per day, Monday through Friday, from 8:30 AM to 7:00 PM US ET. Support is also provided by our virtual 24-hour TeamMate User Support Hotline, which is currently available by telephone and e-mail in the United States, United Kingdom, Australia, and South Africa.

Each call is initially routed to a Level 1 technician, whose goal is to troubleshoot and resolve the problem while on the call. If the call is not resolved within 24 hours, the call is routed to a Level 2 technician, who may need to research the issue, and will communicate to the caller that he/she will get back to the caller within the next business day. If the issue still cannot be resolved, the call is routed to a Level 3 technician (development level) who will perform further research, and continuously communicate with the caller until the issue is resolved.

Dedicated TeamMate support personnel are located in Australia, Hong Kong, Japan, UK and USA. For North America, the local support team is based at the TeamMate Headquarters in Tampa, FL, and is staffed by TeamMate employees.

Additional Benefits

Complimentary Users

You can grant the following types of users varying levels of access to TeamMate **without requiring a TeamMate license**. Again, there is no cost to allow their participation.

Issue and Action Plan Follow-up

TeamMate tracks all issues/findings. Departments can grant secured access to issue owners to allow their direct input of progress updates and promote collaboration.

External Reviewers

If your project files are subject to an outside review, you can provide read only access to TeamMate at no charge to the outside reviewers to grant access to the workpapers. These users typically include Peer Reviewers, Quality Assessors, Regulatory Reviewers, and CPA Firm Reviewers.

Management Reviewers

Departments can grant read only access to TeamMate to management and other stakeholders, so they may view reports on a wide variety project and issue statistics and other KPIs.

Further Considerations

As part of our excitement, enthusiasm, and commitment to the partnership with your company, we offer the following services and benefits **without charge**.

Continuing Professional Education

Our instructors are NASBA-certified, and we will provide Continuing Professional Education (CPE) credits for onsite configuration and training courses.

TeamMate User Community

Access to TeamMate Connect, an online user community, is included as part of the annual maintenance fee, which is included as part of the license fee for the first year. TeamMate Connect is a one-stop source of information for our software users. The benefits of being a part of our user community include product updates and announcements, access to product manuals and training documentation, access to TeamMate Content, discussion forums with other TeamMate users, a chance to request enhancements and participate as beta testers for new features, and the ability to download the latest software releases (limited to authorized users).

Additional Frequently Asked Functional Questions

Questions/Info	Answer
Audit Plan Management	
Create the audit plan based on the results of the periodic risk assessment for each Auditable Entity and support the ability to override the cycle time or make changes to the plan, where applicable.	TeamMate includes a full featured risk assessment tool that is used as a basis for the audit plan. Results of the risk assessment can be included directly in the resulting audits.
Include a variety of audit types within the audit plan.	Your audit plan can include any types of audits you need. The types are included as part of your unique configuration settings.
Ability to create a standard audit plan and scoping templates with options to customize	TeamMate has the ability to have a standard audit plan and scoping template for each audit that is added to the project at creation or after it is created.
Create the annual audit schedule and to assign staff and budget to each audit based on staff availability	Capacity planning is included as part of the audit plan process.
Provide visibility into auditor competencies (skillsets) prior to assignment to an audit project	In TeamMate, resource attributes such as skill level are included the scheduling feature.
Ability to "lock down" the audit plan, i.e., not allow any changes without proper approval, once it has been approved, and track changes to the audit plan	In TeamMate, once the audit plan is completed it can be locked down to a read only state with changes tracked.
Generate reports and performance metrics on the audit plans	TeamMate has default reports which include dashboard and performance metrics on the audit plan.
Explain how your system supports the audit plan development cycle. What capabilities are available to support an ongoing, continuous (not on annual basis) audit plan? Describe the process to approve proposed engagements before they enter the final audit plan.	The audit plan is dynamic allowing you to add audits as needed. We support any length of time, but even with an annual plan, you can add to the plan as needed. We intentionally keep the model flexible to support agile audit planning.
How do you maintain the audit universe? Is it flexible to manage by business, geography, or business process? How do you handle organizational changes as businesses merge and split with other businesses (internally)?	We allow up to 30 different audit universes at once. You can organize the data as needed and cross reference risks and controls across the various hierarchies. As changes occur, you can rearrange the universe without breaking the risk and control linkages in the assessments.
Audit Workpaper Management	
Support detailed planning of the individual audits including creation of audit planning document that highlights the key risks, scope and objectives, budget and key milestones (e.g. planning, fieldwork and report issuance dates)	TeamMate has the ability for detailed planning of the individual audit including the creation of an audit planning document that highlights the key risks, scope and objectives, budget and key milestones.
The system should provide the ability to create audit programs (risk, control, work steps) based on the approved audit scope, and flexibility to modify scope and audit program, if required	TeamMate audit programs can include risks, controls, and test procedures based on an approved audit scope. Only auditors with certain access writes can modify the audit program, if required.
Support the ability to store/ reuse the audit programs (i.e. in an audit program library) and other information from previous audits and to import risk assessment results into the current audit	TeamMate has the ability to store and reuse audit programs in the TeamMate TeamStore. The Risk Assessment can be rolled forward from year to year to include prior risk, these risks will show up in the newly created audit. In the historical insights areas, past assessment and test results can be seen to increase visibility to the team.

Questions/Info	Answer
The system should be intuitive/easy to use and should support a logical flow of / provide visibility into the activities for all phases of an audit from planning, execution, review, and reporting.	TeamMate has been built with the end user in mind. TeamMate is easy to use and supports a logical flow with constant awareness of the status of the audit. Risks can be created with controls and test steps associated with them. TeamMate has the ability to have issues linked directly into risks, controls, audit steps or attachments.
Allow multiple auditors and reviewers (e.g. Audit Managers, Lead Auditors, QA) to be assigned to an audit project	TeamMate allows multiples auditors and reviewers to be assigned to an audit project.
Assign multiple audits/projects to an auditor in a given timeframe, and assign work steps to auditors	In TeamMate multiple audits can be assigned to an auditor regardless of timeframe. Worksteps can be assigned to auditors with due dates and email or in app notifications.
Store attachments and the ability to hyperlink to the attachments	TeamMate has the ability to store attachments and to have point to point hyperlinks in Microsoft Word, Excel and Adobe PDF.
Vendors should explain distinct functionality available for Auditor, Auditor-in-charge, manager and senior management (e.g. preparation, review, approval)	TeamMate has different roles and responsibilities in an audit or for objects in an audit. There are observer roles, review only roles, preparation roles and administrative roles.
Ability to identify all workpapers to the preparer and reviewer	TeamMate has the ability to identify and assign preparers and reviewers to workpapers.
Ability for a reviewer to review work papers, provide feedback to the auditor (review notes) and to approve the work performed	TeamMate reviewers can review work papers and provide feedback to the auditor through review notes.
Ability to generate a summary workpaper with risk, control, work done/testing, audit results, exceptions and overall conclusion.	In TeamMate an audit summary report can be generated pulling the details of the audit into a word document.
Generate audit report into a standard audit report template	In TeamMate an audit summary report can be generated pulling the details of the audit into a word document.
Please describe which dashboards and metrics does the solution support for audit management, e.g. workpaper status, percent completion, budget tracking, exception raised, etc.	In TeamMate there are dashboards and metrics displayed throughout the screens showing workpaper status, percent complete and related budget information.
Perform post-audit survey to obtain management feedback	Post-audit surveys can be sent to your auditees for gathering feedback directly in the application.
What type of engagements does the system support (e.g., new audit, follow-up audit, investigation)? How do these different engagements influence any other parts of the system functionality such as workflow or reporting?	We support many different audit types, often organized with templates for each audit type, and subsequent reporting by type.
Explain how workpapers are captured in the system. Are there different types of documents for different parts of the process (e.g., is there one document for capturing the process analysis with specific defined fields and another document to capture testing with specific defined fields, test objective, sampling method, analysis) or does the system act as a document repository where information is documented in MS Word or Excel and attached in the system?	Information is captured in the application for consistent documentation. We can attach any file type as supporting documentation as needed.

Questions/Info	Answer
How many levels of workpaper review/approval are available? Is this configurable?	You can have up to 99 review levels.
Explain how the system supports the creation and maintenance of predefined standard audit approaches for common audit areas that can be used by auditor in project planning and execution.	We offer a standard audit program library with 20,000 audit programs, and we can import your library as well. Programs can be included in templates for your most commonly used audit programs.
Company Information	
How many years have you been in business selling your proposed solution or similar products?	TeamMate was developed by Pricewaterhouse in 1990 and licensing commenced May 1993
What is the estimated customer base for this product?	Approximately 115,000 auditors representing 3,000 audit departments.
How many client contracts have been terminated within the past three (3) years and the reasons for the termination.	As a matter of practice, we do not provide this information. As we no longer have a business relationship with our prior clients, we do not believe it appropriate to request their participation in this process. (Our historic retention and renewal rate has been greater than 96%.)
List the system installations for the past 3 years, including client name and installed product modules and versions.	As a matter of practice, TeamMate does not provide this information. We will provide references upon request
How many clients are under signed contract for the product and services which have not yet been fully installed or implemented?	As a matter of practice, TeamMate does not provide this information. We will provide references upon request
Tax Identification Number	411792530
Dun & Bradstreet Number	926828989
State of Incorporation	Delaware
How many employees do you have in the division or organizational unit who is responsible for the product? What is the breakdown of employees into product sales, product functional support, technical support, and development? Please include a breakdown of the number of employees to independent contractors.	There are over 200 staff members dedicated to the development, support, and advancement of the TeamMate product suite. The primary US office is in Tampa, Florida. Additional staff are based in locations around the United States, as well as throughout Europe, Africa, Asia and Australia.
Please provide company financial information for the last three years. If the solution you are proposing comes from a division of your company, specific division financial information is required.	Please see http://www.wolterskluwer.com/
Provide any information that demonstrates the financial strength and long-term viability of the company	TeamMate's history began in 1993 under the leadership of PricewaterhouseCoopers (PwC). In its 14-year tenure with PwC, TeamMate grew from annual revenues of $4,000 to over $25 Million. Wolters Kluwer acquired TeamMate from PwC in November 2007. TeamMate is presently recognized as the industry standard with approximately twice the market share of its closest competitor. More than 115,000 auditors from 3,000 organizations around the world are using TeamMate to manage their audit processes.
What is the legal form of your business?	Wolters Kluwer Financial Services (WKFS) is a unit of Wolters Kluwer, a public company headquartered in Amsterdam, the Netherlands. Its shares are quoted on the Euronext Amsterdam (WKL) and are included in the AEX and Euronext 100 indices (www.wolterskluwer.com).

Questions/Info	Answer
Please provide a copy of your standard software license agreement, support agreement, and consulting services agreement.	Please see the TeamMate Global License Service and Support Agreement.
Is your company involved in any litigation? If so, please elaborate.	TeamMate is part of the Wolters Kluwer group, a publicly listed company. In the normal course of business, as is the case with all multi-billion-dollar corporations, Wolters Kluwer has ordinary course litigation. A discussion of any material litigation or contingent liabilities that are required to be disclosed by public companies is contained in Wolters Kluwer's financial statements referenced at www.wolterskluwer.com.
What are the principle locations of your offices?	Wolters Kluwer Financial Services 6815 Saukview Dr. St. Cloud, MN 56302 (320) 251-3060 TeamMate 4221 W Boy Scout Blvd., #500 Tampa, FL 33607
Are there any pre-existing or in process mergers, acquisitions, or divestitures with your company?	Please see http://www.wolterskluwer.com/
Will you warrant to The Company that the property is free from intellectual property, patent, or trademark infringement claims?	Yes
Control Management	
Have provisions for a common definition of control types	TeamMate can have a common definition of control types that are user defined.
Provide management a view of the processes related to controls	TeamMate can have a view of the controls by process.
Defining the required controls. Specify the field names. (e.g. Control Description, Responsible Area, Financial Reporting related, etc.)	In TeamMate users can specify field names such as text fields and dropdowns.
Allow the users to enter free-form text related to Risk Events and control descriptions	Users can enter in free form text and control descriptions in TeamMate.
Provide support for COSO framework	TeamMate can include the COSO framework (as well as many other frameworks) in the application as a dimension for risk or control mapping. The COSO framework can be imported during your configuration sessions.
Describe the control test methodologies supported (e.g., inquiry and observation; walkthrough; sampling and re-performing; sampling and examining documents, etc.)	TeamMate can categorize testing as needed to support your methodology.
Ability to validate that internal controls are operating effectively (identification of weaknesses)	Users can validate controls and create weaknesses that you may want to rack and follow up on at a later date.
Have provisions to record the Test Results or Control Ratings	In TeamMate you can record the test results and control ratings.

Questions/Info	Answer
Support the implementation of a framework to ensure compliance with risk management policies, controls and procedures	TeamMate allows users to create 30 different frameworks including Policies, Controls and procedures.
Ability to facilitate control assessments performed. Describe specific metrics, activities, or solutions involved.	In TeamMate a control assessment can be issued to the business or control owners. These self-assessments contain user defined questionnaires that are filled out in addition to additional documentation.
Development	
How do you conduct performance and load testing of your product?	The TeamMate development group uses agile scrum techniques. Each release is made of up of several two-week iterations of work. The team delivers a "shippable" product at the end of each iteration, so that the product is ready to release whenever it is deemed necessary by the business. Testing is a part of each iteration, and each defect or feature is tested 100% and then accepted by the business each iteration. This is possible because features are broken down into small manageable chunks called "stories" done each iteration. Unit testing and Test-Driven Development are also used in several areas to ensure code has been written properly and is functioning before testing efforts begin.
Is the Source code owned by the customer or vendor?	Source code is owned by vendor (TeamMate).
Is source code included with your solution's software? If not, are you willing to place a copy in escrow?	WKFS does not place its TeamMate software source code in escrow arrangements for the potential benefit of its end-users as we do not believe the TeamMate end-user would ever have need of such source code. We have no present intention of discontinuing ongoing TeamMate product support and development, nor any intention of transferring the ownership of TeamMate to any party which might wish to discontinue TeamMate product support. As a large and financially viable organization, WKFS believes that the risk of bankruptcy or other financial exigency affecting its ownership and support of TeamMate is negligible. Moreover, we believe that the nature of the TeamMate software and the availability to end-users on the market of alternative software solutions makes it highly unlikely that a TeamMate end-user would ever need access to the TeamMate source code. The TeamMate software is a standardized product which is generally not customized for any end-user, and while WKFS believes that TeamMate is superior to any competitive software product, the general availability on the market of substitute products makes it unlikely that an end-user would wish to engage in TeamMate software development requiring access to the source code if support from Wolters Kluwer were ever discontinued.

Questions/Info	Answer
Future Direction	In broad strokes, our future direction will be dictated on changes in technology, the continuing mobility of auditors and the increased connectedness and performance of connectedness we see happening in the business world. Our long-term strategy (e.g. 5-year road map) is generally only disclosed under NDA. However, at a high level, we plan for: • API capability to exchange pertinent data with other internal systems. • Increased reporting functionality • Integration with GRC and ERM tools including convergence in reporting Functional changes will, as always, be based on emerging issues and challenges in the internal audit and related professions and existing client feedback. We typically release software updates twice each year, with any updates or patches as needed.
How often do you provide new releases (major updates, not bug fixes)? When is the next major release planned?	Releases are scheduled approximately every 6 months.
Financial	
Describe your SaaS pricing model.	TeamMate's license is based on a standard price sheet that can be provided by your account manager. For a Subscription License (SaaS): The license fee is inclusive of the software, hosting, and maintenance for a three-year term.
Describe your Perpetual pricing model.	TeamMate's license is based on a standard price sheet that can be provided by your account manager. For a Perpetual License: The initial license fee includes a perpetual license for the selected TeamMate product(s) and 12 months of product support and upgrades. After the first 12 months, there is an annual maintenance fee for continued upgrades and support. After the first year, we typically calculate the maintenance fee at 20% of the base license fee in effect at the time of renewal. Your initial license and ongoing maintenance is for members of the audit department who have the software installed. We do not charge for business user interaction (issue follow-up, access audit reports, etc.).
General Capabilities	

Questions/Info	Answer
Describe what notifications can be set and utilized. For example, how users are notified when tasks / projects are assigned, workflows are pending, or document status is changed.	TeamMate includes many different system notifications that can be edited based on your organization's needs, but you can also create your own Workflow and Reminder notifications for most objects. There are 2 types of notifications: • Workflow Notifications: are sent based on the steps in the workflow • Reminder Notifications: are sent based on due dates Notifications can either be emails or in app notifications, or both.
Is there functionality available to assign workflows to other support staff? For example, data analytics team to manage their work requests e.g. pulling data, data analysis, creating visualizations.	Tasks can be assigned to anyone on staff.
Describe the user interface; and is it customizable by role?	The user interface is based on simplicity. We included a limited set of UI patterns and focus on role based contextual awareness (user only see options valid for that task) with repeatable patterns and progression wizards. The UI is modified to reflect the permitted tasks by role, so administrators, auditors, and business contacts will all have different views based on their roles.
Describe the embedded data / analytics functionalities that come with the system. Please differentiate between applying it on the internal data (audit reports, findings, process analysis) and external datasets that are analyzed for risk assessment or sample selection/testing, exception monitoring.	TeamMate produces reports and dashboards for audit data. We provide base reports that can be configured and saved with the data outputs you need. For data analytics, the TeamMate Analytics module can be added to perform the testing routines you need on your data sets. For more information, please visit: http://www.teammatesolutions.com/data-analytics.aspx.
Support compliance with IIA Standards	All TeamMate products were built to support compliance with all the IIA Standards. TeamMate product enhancements also include features that address new and emerging standards.
The software should provide off-line capabilities to work on audits/projects while disconnected from the corporate network	TeamMate included the ability to take an off-line copy of an audit to support working while disconnected from the network. The copy is then merged back to the parent audit when the connection is restored.
Support access controls based on individual's role (e.g. staff, manager, senior manager, QA, Chief Auditor) for preparation, review and approval of various documentation and audit activities, including functionality for the administration of the roles/access level and, for restricting access to sensitive audits files or data Non-audit personnel who require access to the system include: read-only accounts to non- audit personnel	TeamMate allows you to assign role-based security to your staff members. TeamMate allows you to assign non-audit personnel to issues to gather status updates and includes a comprehensive workflow for non-audit users. As an added bonus, TeamMate does not charge a license fee for these users.

Questions/Info	Answer
Support initial upload of historical audit issues (from an existing MS Excel spreadsheet) and regulatory issues (from MS Access) as part of the initial system roll-out	TeamMate includes loading of historical issues as part of our standard implementation plan.

Technical

Questions/Info	Answer
What GRC tools do you provide integrations with and how is that typically used?	We provide the SQL database schema if you would like to create table connections (on premise installations only). APIs are available for data exchange related to issues and recommendations (beginning in Q2 2019).
Describe what integrations are supported out of the box (can be both incoming as well as outgoing), especially focusing on Business Intelligence type of tools such as MS PowerBI, Tableau etc. as well as integrations with ERP solutions.	TeamMate has native integration with Word, Excel, PDF, Outlook, and active directory. We also provide the SQL database schema if you would like to create table connections (on premise installations only). APIs are on our roadmap.
How often are new releases of your solution distributed?

Describe the approach to configuration and/or customization. | TeamMate's release strategy is to publish a release twice a year. Release updates may include platform changes, functionality enhancements, bug fixes, language updates, etc. TeamMate is structured in such a way that any configuration changes you have made will flow through to new versions of the software, thus encouraging the adoption of new releases as they are available. The TeamMate Hosted site is upgraded approximately 4-6 weeks after new versions are released. TeamMate is configurable, not customizable. We guide you through the initial configuration as part of the administrative training. Once trained, the configuration can be adjusted by your end user administrators. |
| Describe high-level the specs of the technical platform of your application and database, whether can be hosted on premise or cloud only. | See the attached TeamMate+ IT Overview. The system can be installed either on premise or in the cloud. |

Issue Management

Questions/Info	Answer
What are the capabilities for corrective action planning by the business? Describe assignment, description, approval, monitoring, and reporting.	Action plans can be assigned to the business contacts. During follow up, these can go through multiple reviews by the business before coming back to audit. All action plans have dates assigned, all are monitored in reports and dashboards, and all are available for reporting.
Describe capabilities for finding follow-up by the audit staff (e.g., ability to have a related follow-up engagement that would focus on the status of the original findings, ability to enter periodic status updates).	TeamMate includes an issue follow up workflow that is accessible by both the audit staff and the business users (if allowed). The system can help drive requests for updates on a regular interval.
Store and track issues identified through audit work including agreed actions and due date. Provide ability for aging and highlighting past dues; Generate email reminders for outstanding and upcoming remediation actions	TeamMate incudes the ability to track issues identified through audit work including agreed upon due dates and revised due dates. There are automatic aging dashboards and reports for issues that are being tracked.
Ability to upload and track issues which are not generated through the Audit workpapers, e.g. regulatory findings, RCSAs, external auditors, etc.	TeamMate+ Audit can upload regulatory findings, issues from RCSA's and those provided from external auditors into TeamMate+ Audit.
Tag these findings consistent with the risk taxonomy and assign risk rating	TeamMate can tag third party findings with risk taxonomy and assign risk ratings.

Questions/Info	Answer
Ability of Line Management to document corrective action taken and provide evidence, and notify relevant recipients (e.g. Internal Audit, Enterprise Risk Management, senior management) when remediation status is changed	Management can document corrective action taken and provide evidence via attachments. By default, relevant recipient email notifications can go out letting recipients know when remediation due dates are coming up or overdue or when the status has changed.
Support Internal Audit's quarterly issue verification process and tracking of the verification status. IA's policy requires the performance of design effectiveness testing upon issue closure and operating effectiveness testing at a set period of time depending on the controls (e.g. 3 months/ 6 months), additional issues can be raised if the remediation is deemed ineffective.	TeamMate can generate recommendation reports that show verification status. Additional issue can be raised if the remediation is deemed ineffective.
Regulatory issues are validated by Internal Audit following a similar process; however, a final closure is determined by the regulator in a subsequent regulatory review. Accordingly, the system should provide the functionality to track the various phases of issue closure (i.e. IA conclusions for the design effectiveness testing and operating effectiveness testing and the regulators closure of issues as relevant)	Regulatory issues can be tagged and validated by Internal Audit following the same process. The regulator can be assigned as the authorized closer of the issue.
Reporting	
Generate reports on issue status and issue verification results using a standard template	The standard reports in TeamMate can be configured to include specific information. TeamMate includes the following standard reports: • Audit Plan Monitoring Report • Control Issue Report • Control Testing Results Report • Control Testing Review Report • Control Usage Report • Entity Coverage Report • Issue Grid Report • Issue and Recommendations Report • Procedure Detail Grid Report • Risk Control Matrix Report • Testing Progress Report • Time Tracking Report
Generate metrics to facilitate analysis of findings across all Risk Domains and Categories, issue ratings, trending, business areas, etc.	TeamMate can report on all the findings listed above as long as they are set up as dropdown, check box, multi select or single select fields.
Explain the capabilities for consolidated periodical reporting to senior management/audit committee?	TeamMate has built in reporting for all audit and audit department information needed for reporting. We include both detailed reports and dashboards for data visualization. Reports can be configured to your needs and saved for future use and/or scheduled for automated delivery to email.
Explain how audit reports are created. Are they generated by the system? Are different report	Audit reports can either be generated from the application or added from outside. We support multiple audit report layouts. Audit reports have an option for publication through the

Questions/Info	Answer
layouts supported depending on the type of engagement?	application to your selected recipients who will be notified of the reports through email.

Resource Management

Assign staff and budget to each audit on the audit plan based on staff availability and qualification	In TeamMate, you can assign staff and budget to each audit on the audit plan.
Allocate audit budgets to individuals and track usage; Report individuals' time reporting on time spent on each audit/audit phase and non-audit activities (training, vacation, etc.)	TeamMate can capture audit and non-audit time through it's time tracking functionality.
Generate metrics to facilitate time data analysis to assess auditor and departmental efficiency.	Capacity planning is included as part of the audit plan process
Manage auditors' skillsets, including qualifications, subject matter expertise, and competencies	In TeamMate+ Audit, qualifications, subject matter expertise and competencies can be defined against the auditor's profile and then the skill sets can be leveraged when looking for the right auditor to staff on the project.
Describe your scheduling capabilities. What method is used to update the schedule (e.g., drag & drop engagements from one month to another, edit date)? What reporting is available to analyze the schedule (e.g., resource allocation across projects to determine utilization, identify double-booked resources)? Can you assign project roles as project resources are assigned?	Audits are scheduled with estimated start and end dates, with optional scheduling for audit phases and even milestones within the phases. Individuals are assigned to the project along with the project role.
Track time spent by resources for accurate planning, resource management and performance monitoring.	TeamMate can track time.

Risk Assessment

How does your system support ongoing, continuous risk assessment (meaning not limited to annual basis)? How many attributes can be rated per assessment and at what organizational level does the rating occur (business, location, process)?	With our flexible risk assessment, you can define the risk assessment process as you see fit. You can rate unlimited metrics (e.g. impact/likelihood) with either inherent or residual scores or both. Rating can occur at any level in the organization.
Support the management of the universe of Auditable Entities. This should include an ability to document the characteristics pertaining to these entities (e.g. business functions, financial, organization, products and services, specific laws/regulations) with the possible linkage/reference to IA's risk assessment, audit plans, prior audit/regulatory findings and other known issues	TeamMate can house an audit universe of Auditable Entities and capture characteristics pertaining to these entities.
Support Internal Audit's risk assessment methodology to create a risk profile for each Auditable Entity. The methodology uses a comprehensive risk taxonomy covering 6 Risk Domains and 26 Risk Categories, and assigns an inherent risk score (based on probability and impact), control rating and residual risk score	TeamMate can have a risk profile for each Auditable Entity. TeamMate can have categories for risk such as Risk Domain or Risk category. Controls can be rated based on inherent risk score and control rating.

Questions/Info	Answer
(based on inherent risk score and control rating) for each Risk Category	
Support the documentation of the risk assessment, which include justification of the risk scores, supporting information (e.g. prior audit, regulatory or other findings, continuous monitoring results), and any applicable modification of audit plans	Risk support can be either attached to the risk or documented in an HTML field.
Maintain a history of the risk assessments and facilitate tracking of changes to risk scores	In an assessment in TeamMate, a complete history of an assessment can be tracked including risk scores.
Enable creation and management of a common framework/taxonomy for Risk and Control libraries	In TeamMate, you can house the common framework for Risk and Controls in the TeamStore.
Linking of Risks with resources, processes, etc.	In TeamMate, you can add as many resources and processes to a risk as you would like.
Map risks with strategic objectives	In TeamMate you can map risk with strategic objectives.
Facilitate and handle a risk with multiple impact categories	In TeamMate you can have a multi select field to have multiple impact categories that can be selected.
Record strategic and organizational goals and objects and align them with risks	In TeamMate you can map risk with strategic objectives.
Capture multiple controls and rate their effectiveness	In TeamMate you can capture multiples controls and rate their effectiveness.
Provide the ability to map inherent and residual risk scores to qualitative risk assessment criteria (For example, High, Medium, Low)	TeamMate can map inherent and residual risk scores to qualitative measures such as High, Medium and Low.
Provide functionality for aggregation of risk assessment results across the organization	Risks can be reported on in TeamMate across assessments from Control Management, Risk Management and Audit Management.
Define, modify quantitative and qualitative risk assessment criteria, including possible values, for risks, processes, locations, applications, etc.	TeamMate allows users to define their own risk variables, scores and calculations.
Provide the ability to automatically calculate inherent and residual risk scores based on pre-defined risk ranking/control effectiveness criteria	TeamMate has the ability for users to score risks giving an automatic inherent and residual calculation.
Risk Management	
Support definition and tracking of key indicators	TeamMate can define and track key indicators either through text fields, dropdown list, check boxes or numeric fields.
Support management of Key Risk Indicators	TeamMate can define and track key indicators either through text fields, dropdown list, check boxes or numeric fields. These key risk indicators can be reported on.
Create business rules for task assignments based on roles and responsibilities	TeamMate has this functionality at both the strategic risk level and the sub risk level.
Can create privileges of accessing, modifying, deleting records based on roles and responsibilities	TeamMate can create privileges of accessing, modifying, deleting records based on roles and responsibilities.
Automating Risk Assessments-Create, manage, & distribute risk assessments with Real-Time Dashboards.	TeamMate includes the ability to distribute Risk Self-Assessments where risk contacts can score existing risks, add new risks and reply to survey questionnaires.
Control Management	

Questions/Info	Answer
SOX Documentation and Testing-Keep SOX documentation accurate, consistent and easily accessible, link risks, controls and testing documentation in a centralized repository.	TeamMate can document SOX testing that is easily accessible. Users of TeamMate can link the controls to risks and add supporting documentation. TeamMate has a centralized repository of risks, controls, test steps and supporting documentation called the TeamStore.
Automatically send notifications for control updates, new tasks, review requests, upcoming due dates. Schedule daily and weekly email alerts on a per-user basis.	TeamMate can send out automatic notifications for control due dates and new tasks. These notifications can be configured to be daily or weekly based on action and role.
302 Certification- send notifications, track responses	TeamMate can send notifications and track responses for 302 certifications. An email with a link will let a certifier know that the certification has been assigned. The certifier will follow the link to review the 302 Certification and then sign off.
Evidence Collecting, Walkthroughs and Testing-Centralization, evidence markups and comments, automated workflows-When a test is completed, automatic email notifications are sent to reviewers/process owners automatically.	TeamMate can collect evidence, Walkthroughs and Testing-Centralization, evidence markups and comments, automated workflows. When a test is completed, automatic email notifications are sent to reviewers/process owners.
Import and use external/internal auditors' and risk management's work paper templates to ensure seamless handoff for reliance purposes.	TeamMate can import and use external/internal auditors' and risk management's work paper templates to ensure seamless handoff for reliance purposes.
Process narratives and flowcharts are automatically updated with a dynamic hyperlinking	TeamMate can perform point to point hyperlinking between narratives and flowcharts that are in PDF.
Ready-to-use Risk & Controls Libraries	TeamMate provides Risk and Control Libraries out of the box.
Configure custom security policies to manage and restrict access to data	TeamMate allows users to assign users to predefined roles in TeamMate such as read only, preparer, reviewer, preparer reviewer, power users, control owner and control reviewer. Once a user is assigned a role they are then added to items in the assessment to have the authority to exercise that role for those assigned areas only.
Security	
Does Vendor support integration with Active Directory for user accounts and single sign-on? Describe high-level how user privileges are applied within the system and if project access can be granted on individual, group or role.	TeamMate+ has a Federated Security option.

System access is initially granted by role. From there, the level of project access is determined by direct assignment, either by individual or by group. |
Support	
What type of technical support is available?	Technical support is provided via telephone and email support. Remote web access may be used for troubleshooting as necessary and as allowed by each customer. In addition, TeamMate offers a Self-Service Portal that allows users to create, monitor, and review cases that are open and closed.
Where is the support team located?	US based support is located in Tampa, Florida
What is their response time?	All attempts are made to resolve the inquiry during the first 15 minutes of the call (Level 1 support technician); if resolution cannot be accomplished, a further conference call is scheduled, or the support ticket is routed to a Level 2 technician. If Level 3 support is required, the ticket is routed to a Level 3 technician. If the caller leaves a message, all

Questions/Info	Answer
	attempts are made to respond to the caller within 24 hours (next business day).
How long do you support previous versions of your solution?	To focus our efforts on providing optimal product support to you and to prioritize future development, we are announcing that we will provide help desk support for TeamMate versions for a period of 3 years from their original release. Additionally, we will provide hot-fix support (critical fixes as determined by TeamMate development) for a period of 18 months from the date of original release. When a specific version or a required platform (e.g. Windows, Office, SQL Server) is no longer supported, we will make those announcements.
Online Help	Help is available in the form of searchable versions of our detailed User Manuals, which can be accessed at any time when working in the system. In addition, we have a user community website where you can search for existing solutions to common questions.

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