



## Adding Value



### Adding Value by Improving Resilience

Staff at SWAP are accustomed to working across more than one Client site and regularly travel in the course of their duties to visit different offices. This means that SWAP has little difficulty in assigning resources to a particular office to provide cover for absence, boost resources to help on a particular assignment etc. It also means that SWAP staff get experience and knowledge from a range of clients which gives them a higher degree of insight and experience than if they solely operated at one site.

In the event of a fraud investigation for example, we have specially qualified officers who can manage this, without significantly impacting the existing programme of audit delivery.

The use of our software, MKInsight also enhances the resilience of the Internal Audit Services we provide as the information on the system can be accessed remotely, so anyone within SWAP can access a piece of work, without physically being on site. The system also acts as a secure repository for client information so that information obtained for one audit can be available for consultation at a later date, or by another auditor.

SWAP staff share knowledge and information through the MKInsight software, and also through their intranet site, which includes forums and bulletins. Collaboration among staff is encouraged (staff rarely work in isolation) and SWAP holds 2 networking events each year to help teams build solid working relationships with their colleagues, who may be geographically remote. The use of Skype has improved the ease at which staff can communicate with one another.

