



## Frequently Asked Questions (FAQ)

### I. If I require support, what are the methods to contact someone?

- a. Using the Banner function **Contact Us** within the **QAR infocus** application you can send an email to [support@ycngroup.com](mailto:support@ycngroup.com)
- b. Within the YCN Group web site ([www.ycngroup.com](http://www.ycngroup.com)) contact details are listed under **Contact Us**.

### II. How does **QAR infocus** help me to meet the Professional Practices Framework (PPF) for Quality Assurance and Improvement Program?

The Chief Audit Executive (CAE) is responsible for maintaining a quality assurance and improvement program (*standard 1300*).

**QAR infocus** helps the CAE meet this responsibility by documenting and collecting information to facilitate an annual Internal Assessment against the *standards*.

In addition, this Internal Assessment is preparation for supporting an External Assessment the CAE is required to obtain once every five years.

### III. Does **QAR infocus** follow the Quality Assessment Manual?

The Quality Assessment Manual 5<sup>th</sup> Edition is published and copyrighted by The Institute of Internal Auditors, Inc. This manual is one tool for the CAE to use in maintaining a quality assurance and improvement program.

**QAR infocus** is another tool for the CAE. **QAR infocus** does use some of the same process as documented in the Quality Assessment Manual. The process of collecting documentation, completing surveys, and preparing work paper tests is similar between **QAR infocus** and the Quality Assessment Manual. However, **QAR infocus** goes further to analyze collected documentation and prepare assessments by standards. Finally the assessments facilitate a conclusion on each standard. The conclusion supports the QAR scorecard. In addition, **QAR infocus** maintains documentation electronically, allowing the user to update and to quickly complete an annual Internal Assessment saving time and money.

**IV. How does the QAR *infocus* license work?**

A buyer starts with purchasing a full QAR *infocus* license. This establishes the buyer's account and creates the download of one QAR project. Annually, a renewal license is purchased to create another project download.

Maintaining the renewal license allows the CAE to complete an Annual Internal Assessment. If the buyer chooses to let the renewal license lapse, a full QAR *infocus* license must be purchased to qualify again for renewal licenses.

**V. If the PPF changes, is that included in a renewal?**

Content for QAR *infocus* will be updated as there are changes in the PPF. If you create a new project after a content update, changes are included with the project download.

**VI. How does QAR *infocus* facilitate completion of surveys?**

The survey process within QAR *infocus* can be facilitate electronically using email or by sending a paper form. The paper form can be routed interoffice or sent by email to be printed by recipient.

**VII. How does QAR *infocus* facilitate completion of work paper?**

Work paper testing is facilitated using the work paper function within the QAR *infocus* dashboard.

**VIII. Can I distribute a document list to staff for collection?**

Within the QAR *infocus* Reports function, the user can print a list of documents for distribution.

**IX. Does QAR *infocus* provide for user security?**

QAR *infocus* uses a user name and password to log into the application. Within the application, there is user defined permissions.

Please contact us if you have a question or idea for the FAQ list. [www.ycngroup.com](http://www.ycngroup.com)