



Government
Internal Audit
Agency

Data Analytics @GIAA

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Better insights, better outcomes

Introduction

Background – Government Internal Audit Agency

The Government Internal Audit Agency (GIAA) was established on 1 April 2015 and is an executive agency of Her Majesty's Treasury.

We provide internal audit services to three quarters of central government, and we have an award-winning counter fraud and investigation service which operates across the same customer base.

13 Central
Government
Departments

Over 120 Arms
Length Bodies

67 Counter Fraud
Customers

64 Locations
across the UK

Data Analytics @ GIAA

(The early years)

- **IDEA Licenses held but little usage. Pockets of staff able to use the tool and some doing so.....but sporadically.**
- **Previous training undertaken but the opportunity has not been taken to embed usage within audits and investigations.**
- **No Agency wide approach to data analytics just reliance on a few members of staff.**
- **Other tools used (Excel, PowerBI) but again.....not driving value from these tools.**
- **Audit fieldwork and reporting based on sampling and text based respectively.**

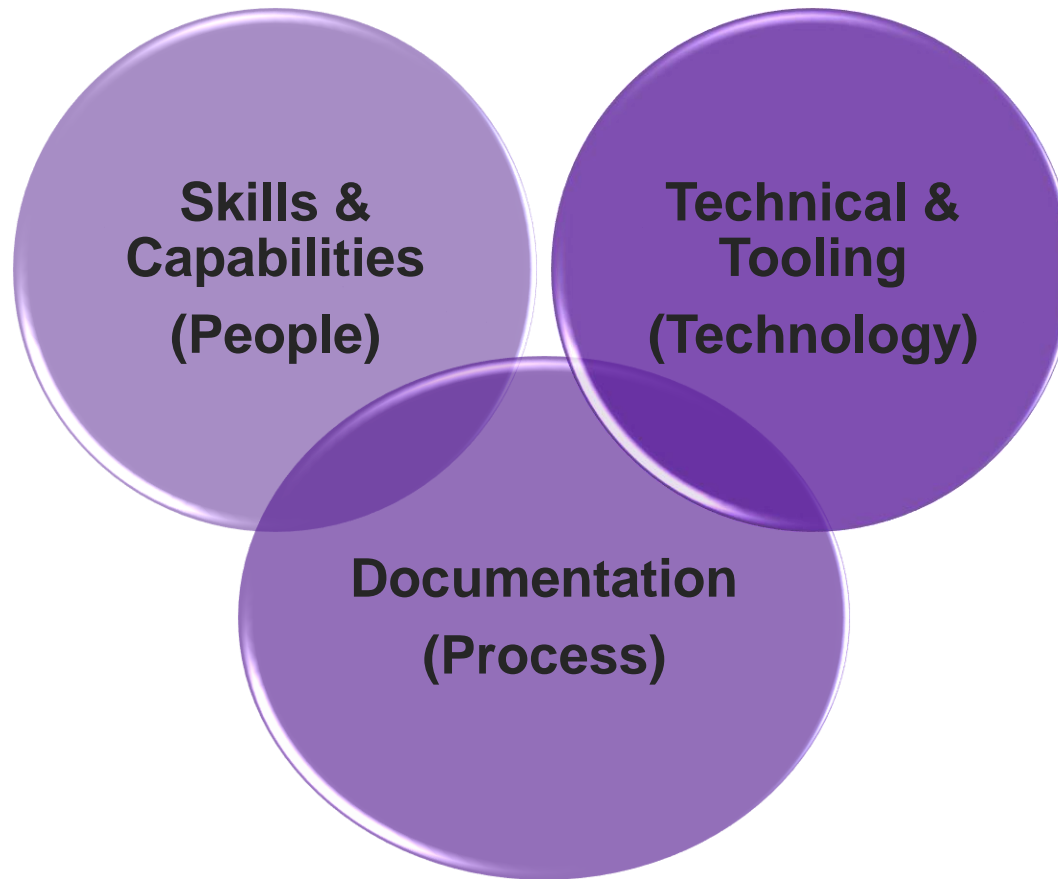
So what changed?

- In May 2019 - GIAA Strategy and vision launched. “Taking GIAA to the next level: Our Strategy to 2022”



- A fundamental aspect of our vision and strategy is to be ambitious on innovation and embrace continuous improvement and new ways of working.
- A dedicated Director of Innovation was recruited to help transform the way we provide insights to our customers.
- Launch of the Innovation Hub as part of the GIAA strategy.
- One strand of the Innovation plan is data analytics with two projects.
 - Using AI to identify cross Government Insights
 - Increase Agency capabilities to use data analytics as standard in our work.

Increasing Agency Capabilities Data Analytics Project



What have we achieved?

- Developed and agreed definition of Data Analytics for GIAA. More of that in a minute!
- Trained colleagues in use of IDEA and PowerBI and crucially.....we actually used them!!!
- We drafted case studies for data analytics engagements to showcase the work across the Agency and delivered two lunch n' learns to help publicise work undertaken.
- Developed and published a planning briefing note to help colleagues understand how they can embed data analytics in their work during 2021/22
- Developed data analytics content for the GIAA Audit Manual refresh

What is data analytics.....@GIAA??

Data analytics means different things to different people, we have worked collaboratively across the data analytics workstreams to agree upon a definition of data analytics for the Agency:

Data analytics is the process of inspecting, cleansing, transforming and evaluating information with the goal of discovering and presenting insights which deliver better outcomes for our customers.

data analytics definition All changes saved

Hoping to use this space to set up a discussion about getting a 'GIAA' definition for data analytics so that we can consistently communicate it with colleagues and clients - and help to demystify the term a bit. Standard definitions seem to be along the lines of "the process of examining information, especially using a computer, in order to find something out, or to help with making decisions"

The use of tools to analyse our audit findings and to quickly identify cross government trends.

Data analytics is the process of inspecting, cleansing, transforming and modelling data with the goal of discovering useful information to deliver Internal Audit and CF&I services.

Data analysis is a process of inspecting, cleansing, transforming and modelling data with the goal of discovering useful information, informing conclusions and supporting decision-making

Data analytics is the process of inspecting, cleansing, transforming and evaluating information with the goal of discovering and presenting insights which deliver better outcomes for our customers.

"Words for us to consider including in the definition are analysis and presentation"

"In CF&I we do Data ANALYSIS, meaning examining data for investigative purposes, and in terms of Data ANALYTICS, which to me means management of data, we have a database set up, which we maintain and update on an ongoing basis, and extract data from it when needed"

"maybe change it from 'data' to 'information' in the definition"

"let's include our Agency's vision of 'Better insights, better outcomes' somewhere in the definition"

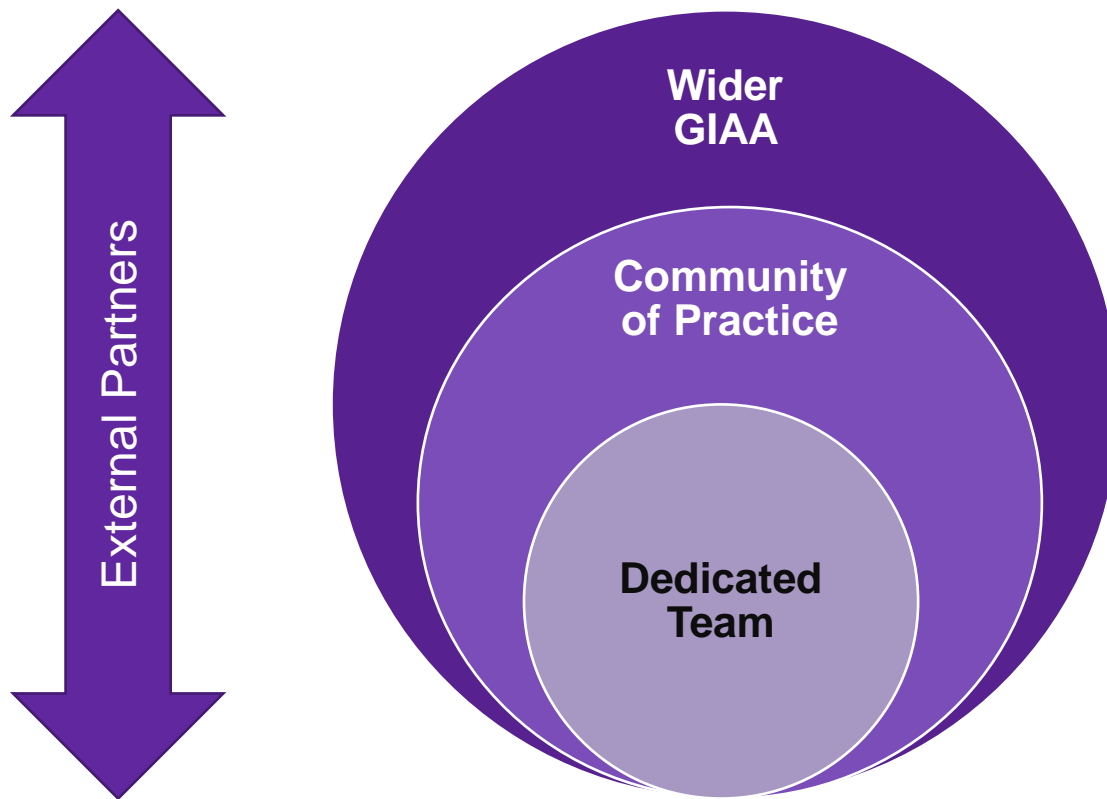
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Key Challenges along the way...

- **Understanding across our audit plans where there is scope for data analytics activity.**
- **Staff skills and confidence to use the tools.**
- **Having data discussions with customers and ensuring that the right data is obtained – and obtained securely!**
- **Educating all staff about data integrity.**

Current Status and the future

Following the end of the first phase of the project, case studies were presented to the leadership team and approval obtained to create a dedicated data analytics team.



Example: Using IDEA to Detect Payroll Fraud

Ghost Employee

Match payroll transaction file against core HR system to identify staff with no HR record.

Identify Erroneous NI
No

Bank Account Manipulation

Duplicate bank details on payroll transaction files

Review transactions against leavers accounts

Examine transaction files across periods to identify "one off" account occurrences

Pay Rate Manipulation

Compare pay processed with pay scales

Trend analysis – pay increments

Follow up Anomalies

Next Steps

- **Finalise data analytics requirements within our internal audit manual and embed those practices.**
- **Progress with IDEA upgrade to version 11.**
- **Stand up the dedicated team and Community of Practice and the strategy for upskilling the wider Agency.**

Questions?

Thank You!

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