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	HEADER		
	ICAEW Technical Accreditation Scheme **"Electronic Working Papers" Software Evaluation**		
	THOMSON REUTERS Cloud Audit Suite		
	Date completed: 25th January 2023		
	CONTENTS		
1	Introduction and Prologue		
2	Issues identified and evaluation conclusion		
	-- *GLOBAL REQUIREMENTS:*		
3	Access and Security		
4	Data processing and reporting		
5	Usability		
6	Hosted and SaaS operation (if applicable)		
	-- *SPECIFIC REQUIREMENTS:*		
7	Electronic Working Papers		

Ref	Requirement	Response	Reviewer Comments
1.	**INTRODUCTION AND PROLOGUE**		
Introduction			
1.01	The suitability of software for each particular user will always be dependent upon that user's individual requirements. These requirements should therefore always be fully considered before software is acquired. The quality of the software developers or suppliers should also be considered at the onset.		
1.02	Fundamentally, good software should: 1. Be capable of supporting the functions for which it was designed. 2. Provide facilities to ensure the completeness, accuracy, confidentiality and continued integrity of these functions. 3. Be effectively supported and maintained. It is also desirable that good software should: 5. Be easy to learn, understand and operate. 5. Make best practical use of available resources. 6. Accommodate limited changes to reflect specific user requirements. It is essential, when software is implemented, for appropriate support and training to be available.		
Approach to Evaluation			
1.03	The objective is to evaluate a product against a set of criteria developed by the ICAEW to ensure that the software meets the requirements of Good Accounting Software, as laid down in the summary.		
1.04	In order to effectively evaluate the software, a product specialist from the vendor completed the detailed questionnaire and provided it to the ICAEW to examine. The ICAEW's Scheme Technical Manager then reviewed the operation of the various aspects of the software assisted by a member of the vendor's technical staff and checked the answers to confirm their validity. The questions were individually reviewed and commented on and the majority of assessments were confirmed.		
1.05	The Technical Manager discussed the assessment with a member of the vendor's staff in order to clarify any points requiring further information. In the event of disagreement between the supplier and the Technical Manager, the Technical Manager's decision was taken as final and the response changed accordingly.		
1.06	The latest version of the software was used throughout the evaluation.		
1.07	When the evaluation had been completed, a draft copy was sent to the ICAEW Scheme Manager for review before completion of the final report.		
Prologue: Matters to consider before purchase			

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1.08	General Overview:	Cloud Audit Suite introduces a new era of audit solutions to confidently complete audits faster with intuitive workflows that guide auditors through every step of the process. Our proven methodology, timely guides, and relevant templates help to ensure your audits comply with current UK audit quality standards. By relying on modern technology, auditors can securely work from anywhere and access audit data online that updates stakeholders in real time. Key features include: • Easy to use interface • Intuitive workflows that guide you every step of the way • Relevant guides and templates by widely recognised experts • Cloud-based solution that updates your data and stakeholders in real time • Integration with Thomson Reuters Confirmation platform, enabling automated audit confirmations - see https://www.confirmation.com/audit-confirmations/index.html	
1.09	Supplier background:	The history of Thomson Reuters dates back to 1851. Thomson Reuters is one of the world's most trusted providers of answers, helping professionals make confident decisions and run better businesses. Our customers operate in complex arenas that move society forward — law, accounting, tax, compliance, government, and media – and face increasing complexity as regulation and technology disrupts every industry. Our team of experts brings together information, innovation and authoritative insight to unravel complex situations, and helps professionals advance their businesses and gain competitive advantage with the trusted answers only we can provide them to reinvent the way they work.	
1.10	Product background and suitability for the user:	Our cloud-based audit solution is a comprehensive audit workflow management hub with automated audit processes to help auditors manage all types of engagements. It has been available in the US since 2016. More than 90% of US audit firms rely on our methodology. Now, Thomson Reuters is bringing the same trusted solution to UK audit firms, to confidently complete audits, enabling firms to increase audit quality while reducing the time required for audit completion.	
1.11	Add-on modules:	Fully integrated with **confirmation.com** (also part of Thomson Reuters)	
1.12	Typical implementation [size]:	Cloud Audit Suite is available via web browser and is instantly accessible. To get the most out of the software, we provide comprehensive training and support which can be adapted to the needs of individual customers. Typical implementation consists of: - Project Introduction Meeting (1hr) - Workstation and Utilities Set Up (up to 1hr) - Business Process Analysis (up to 6 hrs, online or onsite) - Training Sessions for users (up to 9hrs) - Progress call (up to 60 mins)	
1.13	Vertical applications:	None	
1.14	Server flatform and database:	Fully cloud based solution, hosted by Amazon Web Services. Relevant GDPR and data privacy policies apply.	

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1.15	Client specification required:	Cloud Audit Suite is broadly applicable for firms of all sizes that perform audits in the UK market.	
1.16	Partner network:	Cloud Audit Suite is available only directly from Thomson Reuters.	

Ref				
2.	**ISSUES AND CONCLUSION**			
Highlighted issues				
2.01	**There are a number of limitations in the product, which while not adversely impacting upon this evaluation may be of importance to some organisations. It is important that any business contemplating the purchase of software reviews the functionality described and limitations therein against its detailed requirements. Attention is drawn in particular to the following areas where the product, on its own, may not be suitable for businesses with certain requirements:**			
2.02	The following weakness/omissions were identified:			
*	The system does not support linking to third-party authentication (inc Microsoft's Active Directory for single sign-on). However this is a planned feature.			3.08
*	MFA is currently an optional feature for certain customers; but will be mandatory from mid 2023.			3.09
*	Backup and recovery are functions designed for disastery recovery of the complete platform by TR if required; not for recovery of specific audits for individual customers. A new "Recovert Bin" feature has been implemented which allows recovery of recently deleted workpapers.			3.28 3.29
*	Reports cannot be added to user menus and user-defined reports cannot be created and saved. Custom reporting is handled via links to Word and/or Excel.			4.37
*	The system does not allow the definition of user-defined fields			5.10
*	There is no universal seach facility. However, the software allows a search of the documents in the underlying document management system.			5.15
*	It is not possible to store menu option favourites on a per-user basis.			5.16
*	Context sensitive help is not provided. There is a Help & How to centre with a Search function, it is not context-sensitive. The help documentatin is not editable by the user.			5.21, 5.22
*	TR does not offer ESCROW for Cloud Audit Suite . However, this is not ususual for this sort of subscripton service.			5.23
*	No service credits for failure to meet SLA.			5.33
*	Spreadsheets can be uploaded into the sofwtare but there is no facility to create hotlinks with external documents.			5.42
*	APIs are not currently supported.			5.46
*	There is no SLA provided in relation to service availability or disaster recovery.			6.28
*	No ability for customer to specify or take their own backups.			6.51
*	Currently the Edge and Google Chrome browsers are supported but not Safari. Only Windows PC workstations are supported.			6.82, 7.19
*	No portal for the exchange of information between the Accountant and the client.			7.15
*	Actions cannot be marked as mandatory. Neither can newly created workpapers be made mandatory.			7.65, 7.82
*	Each workpaper can be marked as signed off or not; no other statuses are supported.			7.77
*	Documents canot be produced in the specific formats required by Statutory Authorities (e.g. HMRC).			7.128
Evaluation conclusion				

Ref			
2.03	For the specific use-cases in support of audit preparation by Audit Firms of all sizes, for which the product is designed, it is a solid and capable solution. It continues to be actively developed and enhanced. Members should be aware of the limitation of the solution as above, and fully understand the role that it can play in an engagement. * NOTE THAT THE ACCREDITATION RELATES TO THE SOFTWARE PRODUCT AND NOT TO THE AUDIT METHODOLOGY THAT UNDERPINS IT. THE AUDIT FIRM USING THE PRODUCT NEEDS TO DECIDE WHETHER THE AUDIT METHODOLOGY EMPLOYED IS APPROPRIATE FOR THEIR NEEDS AND COMPLIES WITH RELEVANT AUDITING STANDARDS. THE SELECTION OF THIS PRODUCT ALONE WILL NOT ENSURE THAT AN AUDIT FIRM IS COMPLIANT WITH ISQM1 AND THE AUDIT FIRM SHOULD ENSURE THAT THIS SYSTEM, IF CHOSEN, FORMS PART OF A WIDER SYSTEM OF QUALITY MANAGEMENT THAT IS COMPLIANT WITH ISQM1*		
Disclaimers			
2.04	Any organisation considering the purchase of this software should consider their requirements in the light of proposals from the software supplier or its dealers and potential suppliers of other similarly specified products. Whilst the contents of this document are presented in good faith, neither ICAEW, nor the ICAEW's Technical Manager (RSM UK Consulting LLP or any party nominated by the ICAEW to perform this role on the ICAEW's behalf) will accept liability for actions taken as a result of comments made herein. The decision to purchase software resides entirely with the organisation.		

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3.	**ACCESS AND SECURITY**		
Access control			
3.01	What security features are included to control access to the application?	Access to the application is controlled with unique user names and passwords, with optional use of Multi Factor Authentication if desired.	Noted
3.02	Can access to functions be managed via a permissions matrix so users can only see (in menus and other links) and access those areas they are authorised to access?	Yes, access is controlled via permission groups, so users can only access the areas they are authorised to see.	Confirmed
3.03	Is this access to the application managed by:- - Individual user profiles? - User groups or job roles?	Access to the application is managed by both, individual user profiles and user group permissions.	Confirmed
3.04	Can a report be produced detailing all current users, their user groups if relevant, and their authority levels and/or access rights?	Yes - the 'Setup' section in the application includes 'Reports' section. This section enables users to run reports showing individual users and their authority levels, as well as permissions for each individual groups of users.	Confirmed
3.05	If menus can be tailored does the system limit the display of menu options to those for which permission has been granted for each user?	Yes - the option does not display if the user has not been given the permission to perform the function.	Confirmed
3.06	Does security allow for access to be limited to: - Read only? - Read/write? - Read/amend/delete?	Using the underlying document management system allows the user to customize permissions to read, add, edit, and delete for any index. That allows an administrator to customize these permissions to documents in an engagement. Other than adding, editing, or deleting individual documents in an engagement, an engagement can be finalized, or locks applied to specific areas of an engagement preventing all changes to the engagement for all users. Users can be prevented from performing specific actions on all engagements including adding/editing notes, editing trial balance data, adding or moving documents etc.	Noted
3.07	If data can be accessed by separate reporting facilities, such as ODBC or an external report writer, is the user access security control applied?	Currently we do not allow access to our application through ODBC, or any external reporting software.	Noted
3.08	Does the system security integrate with Microsoft's Active Directory or other tools that provide a single sign-on?	We currently do not support linking to 3rd party authentication, but this capability is planned to become available towards the end of 2022.	Noted
3.09	Does the system provide multi-factor authentication (MFA)?	Yes, by default, multi-factor authentication is an optional feature that individual users can opt into by enabling it for their own accounts. Additional setup options include the ability for firm administrators to set up multi-factor authorisation for specific users or groups or to require that all staff members use multi-factor authentication to log in.	Noted. Optional at present for some firms only. Will be mandatory from roll out in June 2023.
Passwords and access logs			
3.10	Is access to the software controlled by password?	Yes, an administrator can manage maximum password age of a user; by default it is set to 90 days but the Administrator can set the maximum number of days a password may be used before it expires.	Confirmed
3.11	Does each user have a separate log on (user id)?	Yes.	Confirmed
3.12	If there is no password facility please state how confidentiality and accessibility control is maintained within the software?	n/a	-
3.13	Are passwords masked for any user logging in?	Yes.	Confirmed
3.14	Is password complexity available and enforced?	Yes (8+ characters, Password must contain a mixture of uppercase, lowercase, numbers, and symbols.), the user Administrator can specify additional requirements for password complexity if desired, e.g. minimum password length.	Noted
3.15	Are passwords encrypted?	Passwords are oneway hashed and stored in a database	Noted

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3.16	Are users automatically logged off after a pre-set time not using the system? - Can the time period be changed? - Can any information be viewed without being logged in, including after logging off, if so what information?	Yes, time set by user firm. the maximum number of minutes can be set from 30-180 mins. The sessions will automatically be terminated after this period has elapsed with no user activity. Regardless, no session remains active longer than 24 hours. No data can be viewed after logged off.	Noted
Deletion of transactions			
3.17	Is it possible to delete a transaction?	The software is an audit workflow system, supported by a document management system. There are no live transactions in the system, only historic financial data imported in the form of Trial Balance.	Noted. Advanced Flow is not a transactional system in the traditional sense.
3.18	If so, then how are deletions controlled by the system?	The software is an audit workflow system, supported by a document management system. Any changes to underlying documents in the document management system are tracked by an audit trail. The audit workflow keeps generic history information about updates.	Noted
3.19	Are deleted transactions retained in the audit trail (see below) and denoted as such?	The software is an audit workflow system, supported by a document management system. Any changes to underlying documents in the document management system are tracked by an audit trail. The audit workflow keeps generic history information about updates.	Noted
Audit trails			
3.20	Does the system have an audit trail (log) which records all changes to transactions in the system?	The software is an audit workflow system, supported by a document management system. Any changes to underlying documents in the document management system are tracked by an audit trail. The audit workflow keeps history of interactions with the audit workpapers - when finalising an engagement there is an option to delete / retain the audit trail / file interaction history.	Noted. Kept at a document level (in GoFileRoom)
3.21	Does this log also record any system error messages and/or any security violations?	Yes, but not accessible to users through the application. System Error messages are logged and security violations are handled separately as part of the information security on Thomson Reuters servers.	Noted
3.22	Is it possible to turn off or delete the audit trail?	Users do not have the capability to turn audit trail on/off. However while finalizing the engagement, a user can choose to delete the Audit trails.	Noted. Part of finalisation; can delete audit trails, notes, etc if no longer relevant. Subject to the permissions matrix.
3.23	Does the software allocate a system generated sequential unique reference number to each transaction in the audit log, date and time stamp it and record the user id?	*This is not a transactional system. The software is designed to support statutory audits of companies and charities and does not process live transactions. It is designed as an audit workflow system, leading auditors through the tasks to be performed. The data in the software comes from the trial balance / financial statement, and is therefore historic data. Once imported, any changes to the data is tracked through an audit trail, containing reference number, date and time stamp.	Noted
3.24	Are all master file changes recorded in the audit trail?	The audit workflow software is supported by a document management system, which stores all supporting documents and additional audit evidence. Any changes to these documents are tracked in the audit trail.	Noted
Compliance			

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3.25	Does the system operate in a way that is compliant with data protection legislation including GDPR? How does the system facilitate this?	Yes, system is hosted in AWS eu-west-2 and is in compliance with local data residency requirements. Link to GDPR policy: https://www.thomsonreuters.com/en/trust-center/data-privacy-information.html	Noted
3.26	Describe your use of sub-processors if any?	System does not use sub-processors. Data is hosted in AWS.	Noted
Backup and recovery			
3.27	Is there a clear indication in the software or manuals as to how the data is backed-up and recovered?	Yes	
3.28	How often are backups taken and to what point can restores be done?	At Thomson Reuters we have robust backups and disaster recovery systems specifically designed to protect firms' data, support an online-only process, and eliminate the need for offline copies. Backups for occur nightly for both documents and the SQL database. We back up the data in AdvanceFlow using the following data retention schedule: Nightly backups for 14 days, end-of-month backups for 4 months. In February 2023, we are introducing Engagement Recycle Bin feature. This functionality means that when users delete an audit engagement, it will be stored in the Engagement Recycle Bin, so engagements can be recovered when necessary.	Noted
3.29	How does the software facilitate recovery procedures in the event of software failure? (E.g. roll back to the last completed transaction).	Document Management System backs up daily (overnight); 14 day backups at customer DB level; Backups are intended for disaster recovery.	Noted; see 3.28
3.30	If software failure occurs part way through a batch or transaction, will the operator have to re-input the batch or only the transaction being input at the time of the failure?	Any data entries not saved need to be re-entered.	Noted
3.31	What features are available within the software to help track down processing problems?	Application error displayed on screen and logs of errors are recorded in a centralised Thomson Reuters logging system, where Thomson Reuters employees can investigate and resolve.	Noted

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4.	DATA PROCESSING AND REPORTING		
Input and validation of transactions			
4.01	Is data input controlled by self-explanatory menu options?	Yes	Confirmed
4.02	Are these menus user/role-specific?	Yes	Confirmed
4.03	Can the creation or amendment of standing data (e.g. customer account details) be undertaken using menu options or dialogue boxes as opposed to requiring system configuration?	Yes	Noted
4.04	Does the software provide input validation checks such as: - [account] code validation? - reasonableness limits? - validity checks?	Key data input points have inbuilt validation to ensure that the data entered is of good quality, complete, accurate and consistently applied. Examples of types of validation present: trial balance import validation, journal entry validation, warnings if entries in different parts of the Cloud Audit Suite are inconsistent.	Noted
4.05	What control features are within the software to ensure completeness and accuracy of data input?	See above.	Noted
4.06	How does the software ensure uniqueness of the input transactions? (i.e. to avoid duplicate transactions)	Critical data points cannot be duplicated (e.g. account numbers and workpaper references - the system will require a different reference).	Noted
4.07	Is data input by users validated by scripts or routines in the browser, or other client software, before transmission to the server?	Yes - data is validated on the client site (browser) prior to being committed and saved on the server.	Noted
4.08	Is data input by users validated by routines running on the server before data files are updated?	Yes - data is validated on the client site (browser) prior to being committed and saved on the server. No additional validation on the server is needed.	Noted
4.09	Does the above validation ensure that data entered in all input boxes: - Cannot be longer than a maximum length? - Cannot contain unaccepted characters such as semi-colons etc?	Yes - all input fields have defined character limites and character types which can vary on the type of input requested.	Noted
4.10	Are responses to erroneous data input clear so that they do not lead to inappropriate actions?	Yes - user friendly error messages are presented when key data entry errors occur, and entries cannot be saved until they are corrected.	Noted
4.11	Does the software have an automatic facility to correct/reverse/delete transactions?	*This is not a transactional system. No live transactions in the audit workflow hence not applicable.	Noted
4.12	If yes, are these logged in the audit trail?	N/A	-
4.13	Are all data entries or file insertions and updates controlled to ensure that should part of a data entry fail the whole transaction fails?	Yes - critical components are required before the data will be saved.	Noted
4.14	Are messages provided to users clearly explaining whether the data entry or file upload has been processed successfully or not?	Yes - messages are displayed indicating whether the data entry has been processed successfully or not.	Noted
Import and export of data			
4.15	Can files/attachments be uploaded and stored against any transaction?	Yes - the system allows uploading additional documents, evidence, correspondence etc. for audit purposes.	Noted
4.16	Is there an additional charge made for storage of uploaded files? - If yes, please indicate the cost.	No	Noted
4.17	Can data be imported into the system from multiple types of files, e.g. XLS, text, CSV?	Data can be imported in the system in XLS and XLSX formats.	Noted
4.18	Explain how the system validates imports into the system and what happens to any import which fails?	Pre-screening data and validating. E.g. specific filetype are permitted to be imported. Any import other than configured one are rejected by system with an error message.	Noted
4.19	Are imported /interfaced transactions detailed in the audit trail? *[See also 3.27]*	The system keeps an audit trail for critical components noting person making the changes, date and time and the action taken. E.g. trial balance account history and document history.	Noted
4.20	Can data be exported from all areas of the system to multiple formats e.g. XLS, CSV, PDF, text; if so specify which formats are supported?	Yes, if documents are exported in their original format, they will keep the original format. Alternatively, documents can be exported in PDF or ZIP.	Noted
Data processing			
4.21	Does the software ensure that menu options or programs are executed in the correct sequence (e.g. outstanding transactions are processed before month end is run)?	The software is an audit workflow system, supported by a document management system.	Noted

Ref	Requirement	Vendor Response	Reviewer Comments
4.22	Does the software provide automatic recalculation, where appropriate, of data input? (e.g. VAT)	Where necessary, the system recalculates the amounts based on data entries, e.g. materiality recalculations.	Noted
4.23	Is a month/period-end routine required to be undertaken?	Users have the option to finalise engagements - locks workpapers, removes review notes and readies the engagement for archive.	Noted
4.24	Is it possible to delete accounts if the balance if Nil but transactions have been recorded against the code?	*Not a transactional system. When working with the the Trial Balance (for audit purposes), if a Trial Balance account has an adjusting journal against it, the account cannot be deleted. The system keeps a record of deleted accounts.	Noted
4.25	What is the size and format of reference numbers and descriptions within:- - Ledgers? - Stock? - Currencies?	N/A - the software does not process live transactions.	-
4.26	How does the software guard against/warn about duplicate account numbers on set up?	Duplicate account numbers are not allowed in the Trial Balance - there is a warning on data import that the account already exists	Noted
4.27	How does the software enable the traceability [from, to and through the accounting records] of any source document or interfaced transaction?	*This is not a transactional system. N/A - not handling live transactions, only historic financial information.	-
4.28	What drill down/around functionality is available within the software?	*This is not a transactional system. N/A - software is not storing transactional data, only historic trial balance data.	Noted
4.29	If the software uses a lot of standing information which changes frequently or regularly, does the software allow for such changes to be effected through the use of parameters or tables?	N/A - software does not contain standing data that would change frequently.	Noted
Report writer			
4.30	Does the system have an in-built report generator or is a third-party solution used (if so please specify)?	Trial balance reports can be created within the system through built in functionality. Trial balance also integrates with Word and Excel for reporting.	Noted
4.31	Is the report writer based on a standard SQL-type approach and is it flexible and easy to use?	Reports are based on options and are not open for direct sql input.	Noted
4.32	Can the report generator operate over the financial and operational aspects of the system, e.g. combining service metrics with financial information?	*This is not a transactional system. N/A - the system does not hold any transactional information, only historic financial information (trial balance).	Noted
4.33	Is a comprehensive data dictionary provided to aid field selection?	Yes - hover text is provided where necessary.	Noted
4.34	Does the system provide a library of reports and templates which can be amended, saved and re-run?	Yes.	Noted
4.35	Can users create their own reports? If so, what are the controls on users doing this?	Predefined reports can be created within the system based on user selected options; Word/Excel can link to a trial balance for custom reporting.	Noted
4.36	Can users create saved searches /filters / queries?	Yes - custom trial balance views are retained.	Noted
4.37	Can regular reports be added to user menus in the appropriate area of the system?	No - custom reporting is handled through links to Word and Excel.	Noted
4.38	Does the system support the production of on demand (interactive) and scheduled batch reports?	*Not a transactional system. N/A - the system does not process transactional data.	Noted

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5.	USABILITY		
Ease of use			
5.01	Does the solution provide a multi-language user interface?	No - currently only English - UK and US English	Confirmed
5.02	Does the system allow for customizable branding and UI (e.g. corporate colour palate, upload company logo, etc)?	No, currently not available.	Noted
5.03	Does the system have a similar look and feel and overall and consistency between screens and modules?	Yes - there is consistency in user interface between different screens and modules of the software.	Confirmed
5.04	Is data entry easily repeated if similar to previous entry?	Due to the nature of business that the software supports (statutory audit), it is not expected that repeat entries would occur. The cut/paste functionality is enabled.	Noted
5.05	Does the software prevent access to a record while it is being updated?	Yes - only one user can edit a record, the rest of the users can only view the record.	Noted
5.06	Is there locking at file or record level?	Yes - locking at file level.	Noted
5.07	Does the software allow for the running of reports whilst records are being updated?	Yes - reports can be run while the records are being updated, with only committed records being displayed.	Noted
5.08	Can timestamps or user comments be added to transactions?	*Not a transactional system. There are no live transactions in the system. Time stamps exist as records in document / trial balance / sign off history and user notes can be added as "Notes" against individual workpapers in the audit file.	Noted
5.09	Is there the ability to store preferences and default values on a per-user basis. e.g. department/team/user?	Some key options are provided for user customisation.	Noted. TB views are saved to the individual users. Dashboard is customsed by user too.
5.10	Does the system have the ability to provide user-defined fields with associated validation of data input?	Users have the selection of options to choose from, however there is no ability to create new user-defined fields.	Noted
5.11	Can the system provide user with reminders and notifications e.g. workflows?	Yes - the alert notifications are configurable, and allow for email notifications to be sent to the user.	Noted
5.12	If the system provides workflows, does it have functionality to substitute/delegate authorisations?	There are currently no standard workflow capabilities in the software; the audit engagement sign-offs can be restricted to authorised users (e.g. Responsible Individual sign-off of the audit engagement).	Noted. This can be set in the user permisisons.
5.13	Is there the ability for users to define and configure layouts of letters and forms?	There are examples of most commonly used audit letters and reports, however they are not configurable within the software.	Noted
5.14	Can users save the parameters of searches?	The software allows a search of the documents in the underlying document management system, however it will not save the parameters.	Noted
5.15	Does the system have a "universal search" option, allowing a search to be undertaken over all modules of the system?	No - the software allows a search of the documents in the underlying document management system.	Noted
5.16	Can the system store menu option 'favourites' on a per user basis?	No - see above.	Noted
5.17	Can a user open multiple windows accessing the same or different modules of the system?	Yes - a user can open multiple windows accessing the same or different modules of the system.	Noted
5.18	Can more than one software function be performed concurrently?	Yes - this is the case for certain batch processes, e.g. rolling forward an engagement still allows the user to work on other parts of the engagement file.	Noted
User documentation and training			
5.19	Is the manual provided as: - hard copy - on CD - by download - via a web-interface?	There is a Help & How to centre on Thomson Reuters website, providing the key information how to set up and start using the software. There is also guided software implementation available.	Noted

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5.20	Does the manual include: - An index or search facility? - A guide to basic functions of the software? - Pictures of screens and layouts? - Examples? - A tutorial section? - Details of any error messages and their meanings?	Yes. How to use the software is explained in the Help & How to centre. It includes: - key sections on how to: set the software up, add and manage audit engagements, use workpapers properties and functionality, use trial balance functionality and use notes functionality; - includes get started Video Library, setup checklist, user bulletins and current news/information on the software - it contains search functionality to search through the available content - information how to contact the Support teams	Noted
5.21	Is context-sensitive help available within the system?	There is a Help & How to centre with a Search function, it is not context-sensitive	Noted
5.22	Is the manual and/or help editable by the user (subject to the permissions matrix)?	No	Noted
5.23	Will the Software House make the detailed program documentation (e.g. file definitions for third party links) available to the user, either directly or by deposit with a third party (ESCROW)?	*Thomson Reuters does not offer ESCROW for the Cloud Audit Suite software service.	Noted and not unusual for this sort of system.
5.24	Please detail the training options available?	There is a guided training available with a consultant (online / in person); e-learning portal also available.	Noted
5.25	Who provides training: - Software House? - VAR?	All training is provided by the Software House.	Noted
Support and maintenance			
5.26	How is the software sold: - Direct from the software house? - Via a Value Added Reseller (VAR) or Integrator?	Direct from the software house	Noted
5.27	How is the product supported: - Direct from the software house? - Via a Value Added Reseller (VAR) or Integrator?	Direct from the software house	Noted
5.28	Do VARs have to go through an accreditation process?	N/A	-
5.29	Is the software sold based upon number of named users or a number of concurrent users?	It is sold based on the number of named users	Noted
5.30	The supplier should detail the support cover options available, covering: - The hours provided? - Associated costs? - The global regions covered?	Support is available during UK working hours 9am to 5pm. Cost of support is already included in the software price.	Noted
5.31	Detail the process by which customers raise support requests and how these can be viewed/managed?	Customers are able to raise support requests via a telephone line, or directly in the Customer Portal. All support tickets are logged into the Customer Portal, where customers are able to view the status of their tickets.	Noted
5.32	Please note the methods of support available: - Telephone? - Internet chat? - Remote access to customer workstation? - Other, please specify?	Customers are able to raise support requests via a telephone line, or directly in the Customer Portal.	Noted
5.33	Do you offer service credits for failure to meet performance around SLA and uptime (if applicable)	No	Noted
5.34	What is your escalation path for tickets which have not been resolved within a reasonable time?	There are internal SLAs in place to resolve the tickets, with required response times aligned to the defined timelines for the related incident priority level; if necessary, the tickets are escalated internally to a senior member of a team for resolution or further escalation where required. Once the issue is resolved, we update the customer and ask for the confirmation that the issue has been resolved. Once confirmed, the ticket is closed and an email confirmation is automatically sent to the client.	Noted
5.35	How often are general software enhancements provided?	Enhancements are provided monthly. Listof updates are accessible to the customers here: https://www.thomsonreuters.com/en-gb/help/cloud-audit-suite/release-notes/current-and-prior.html	Noted

Ref	Requirement	Vendor Response	Reviewer Comments
5.36	Will they be given free of charge?	Yes.	Noted
5.37	How are enhancements and bug fixes provided to customers?	It is a cloud product, when enhancements and bug fixes are deployed into production environment, the update software is available to all customers.	Noted
5.38	Is “hot line” support to assist with immediate problem solving available?	Serious issues can be reported via thelephone line, where they will be prioritised and resolved as soon as practically possible.	Noted
5.39	If so, is there an additional cost involved?	No additional cost for 'hot line' support.	Noted
5.40	At what times will this support be available?	Support is available during UK working hours 9am to 5pm.	Noted
Integration and www facilities			
5.41	Can the software be linked to other packages e.g. word processing, graphics, financial modelling, to provide alternative display and reporting facilities?	The software can be linked to Microsoft Excel, Word and Adobe, and is integrated with Outlook.	Noted
5.42	Can definable links to spreadsheets be created?	Excel spreadsheets can be drag-and-dropped into the software, and allow the user to work with the spreadsheets within the software, with data being stored in the underlying document management system. Hotlinks can be created within the software, however links to external documents are currently not supported.	Noted
5.43	Does the system provide secure document storage capability: If so, please give examples of the document types saved and what transactions these might relate to.	Yes, the underlying document management system provides secured storage of all types of documents used for audit workpapers (Excel, Word, PDF, Outlook, JPG, GIF).	Confirmed
5.44	Can documents be scanned into a secure repository?	Yes	Noted. There is a "scan" option. Users can scan and directly update.
5.45	Does the system provide data migration tools for transactional and master data sets (e.g. employees customers, suppliers, journals, invoices).	Yes, there are automated script to ingest Trial Balance and Journal Entries.	Noted
5.46	What connection mechanisms does the software have and what breadth of functionality in terms of: - operations (add, update, delete)? and - what transactions/data it can access? E.g. if webservices APIs available, then can customers connect to whatever software they wish?	The following functionality is available: WEB-UI - All operations (add, update, delete) can be performed with WEB-UI APIs are not currently supported.	Noted
5.47	Does the system support mobile working?	Software is cloud based, so it can be used wherever there is internet connection. It is not mobile phone compatible.	Noted

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| Ref | Requirement | Vendor Response | Reviewer Comments |
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| 6. | SAAS/HOSTED OPERATION | | |
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| | **This evaluation covers the system but not the method by which it is delivered and/or contracted for. Potential users need to satisfy themselves on the security and disaster recovery aspects and licensing of the online system and any data protection issues of their own and customer/supplier information, contained therein, being held on the system, as well as the return of the data when the contract expires or is terminated.** | | |
| **Data centres and customer data** | | | |
| 6.01 | Whose data centres are used and where are these located:<br>- If hosted -- where data centre controlled by a third-party?<br>- If SaaS -- where the software vendor will be in control? | Hosted on AWS server EU-West-2 located in London. | Noted |
| 6.02 | Does the customer get a choice of the jurisdiction in which their data resides? | Product is aimed at UK customers and data resides in the UK. | Noted |
| 6.03 | What certification(s) do you or your platform operators hold relating to your data centres and your business operations? | AWS has certification for compliance with ISO/IEC 27001:2013, 27017:2015, 27018:2019, 27701:2019, 9001:2015, and CSA STAR CCM v3.0.1. | Noted |
| 6.04 | Do you or your platform operator have an SSAE16 (System and Organization Controls) report available? | Yes, reports are available. | Noted |
| 6.05 | What are the physical controls over the:-<br>- Premises?<br>- Fileservers?<br>- Communications equipment? | Premises, Fileservers and Communications Equipment are all managed by AWS. | Noted |
| 6.06 | Is the space in this/these data centre(s) shared with any other companies? | Yes | Noted |
| 6.07 | Is data for different customers/companies kept:-<br>- On separate servers?<br>- In different databases?<br>- In separate database tables?<br>- In a database with data for other customers and companies using logical security to partition customers' data? | Data for different customers is stored in Separate Databases. | Noted |
| 6.08 | How is it ensured that data for different customers and companies is reliably identifiable and only accessed by authorised users for each customer/company? | Data for different customers is stored in Separate Databases. | Noted |
| 6.09 | What controls are in place to prevent users from one customer/company accessing data from another customer/company by accident or by design? | Data for different customers is stored in Separate Databases. | Noted |
| 6.10 | How is [Internet] communication traffic monitored to identify potential problems before they happen:<br>- From a performance perspective?<br>- From a security standpoint? | Automated and synthetic tests are run to identify any performance issues. That enables us to be proactive in detecting and responding to communication issues before customers are impacted. | Noted |
| 6.11 | What procedures are in place to prevent a break in Internet Connection (at the server, client or in between) from causing data corruption? | We attempt to prevent data corruption by not saving incomplete transactions. | Noted |
| 6.12 | Are communications between the user's computer and the software service encrypted:<br>- User log in data only?<br>- All data exchanged between user client and software service? | Yes, all communication between user's computer and software service are done via HTTPS protocol. | Noted |
| 6.13 | Is data on your servers encrypted at rest? | Yes | Noted |
| 6.14 | Is a test environment provided to test configuration changes? If so, is there an additional charge for this? | A test environment is available for customer use upon request at no additional charge. | Noted. This is good. |
| **Access to customer data** | | | |
| 6.15 | What are the implications of the Data Protection Act over information held by the hosting service provider, and how does the vendor mitigate these? | Thomson Reuters is a UK and Europe based company, meaning there are robust controls in place to comply with relevant data privacy regulation. For UK Cloud Audit Suite, the data privacy risks are mitigated by using UK based data centres, with sufficient controls in place that the data is not transferred across borders. | Noted.<br>Also see 6.46 |
| 6.16 | Are you subject to any legal or regulatory requirements obliging you to retain a copy of customer data? | No | Noted |
| 6.17 | Who will be able to access or see customer data? | Support with elevated permission, customers (their own data), and members of our operations team. | Noted |
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| Ref | Requirement | Vendor Response | Reviewer Comments |
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| 6.18 | Explain the procedures to prevent unauthorised access from staff, or contractors, working for the service provider or any other people with access to the service provider's internal systems. | Access is limited by roles and permissions assigned to credentials. | Noted |
| 6.19 | Explain the release management procedures in place and the associated segregation of duties ? | Developers build artifacts. DevOps updates systems with the artifacts upon ticket request. | Noted |
| 6.20 | Is there sufficient segregation of duties preventing system developers from accessing and changing live applications and data files? | Yes, developers don't have access to PROD live environment. | Noted |
| 6.21 | Explain the review and approval procedures covering system operations staff when emergency changes need to be made to live applications and data? | Emergency releases are approved by product team and management before DevOps tickets are implemented. | Noted |
| 6.22 | Is an audit trail always maintained of these emergency changes? | Yes, this is tracked by DevOps tickets. | Noted |
| 6.23 | What procedures are in place when members of staff leave to ensure that their system access is stopped? | User permissions are revoked and staff members that have left would lack access to systems. | Noted |
| **Platform and service levels** | | | |
| 6.24 | Which databases can be used (Hosted) or are used (SaaS)? | SQL Server 2019 | Noted |
| 6.25 | What forms of user authentication are supported e.g. user names, passwords certificates, tokens etc.? | User authentication requires username and password, Multi Factor Authentication is optional. | Noted |
| 6.26 | What is the proposed product/service availability percentage? | 99.99% | Noted |
| 6.27 | What percentage availability has been achieved over the past 12 months? | 99.04% UK (in product launch year) | Noted |
| 6.28 | Is a service level agreement ("SLA") offered regarding:<br>- Service availability?<br>- Data recovery? | No, we do not have written SLAs regarding these topics. | Noted |
| 6.29 | Is the service available 24x7 or are there downtime periods for maintenance? | There are maintenance periods. Maintenance is scheduled out of hours and customers are notified in advance via email and via in-app notifications. | Noted |
| 6.30 | Is the customer made aware of maintenance periods in advance? | Yes, customers are notified in advance via email and via in-app notifications. | Noted |
| 6.31 | Does the application software:-<br>- Require any client software to be installed on the user's computer?<br>- Work entirely within Internet Browser software on the user's computer? | There are optional software installations - e-mail, desktop application integration, word, excel add-ins. | Noted |
| 6.32 | Where the product/service relies upon downloading and running an executable program, has that program been secured with a digital certificate to verify the source and integrity of the program? | Yes. | Noted |
| **Platform security** | | | |
| 6.33 | What security steps are taken to prevent and detect intrusion attempts? | Network Intrusion Detection Systems (NIDS) is deployed, to provide security monitoring of all ingress and egress traffic.<br>Thomson Reuters Standard for Network Intrusion Detection and Prevention Systems (NIDS/NIPS) sets forth the requirements for network intrusion monitoring within the organization. This standard includes the deployment model and requirements for these systems. | Noted |
| 6.34 | Is firewall hardware and software used to protect the live systems from unauthorised access? | Thomson Reuters networks utilize a demilitarized zone (DMZ) to logically separate the internal networks from the external networks, which is accomplished through the use of firewall and load balancers that segregate the internal network. The production network is also equipped with a network-based intrusion detection system (IDS), anti-virus/anti-malware, and monitoring software. The combination of this security software will protect against web attacks such as SQL injections, cross-site scripting and more. All activity of the security controls is tracked in the system audit log. | Noted |
| 6.35 | Which monitoring software is used to create alerts when intrusion attempts are suspected? | Trend Micro, FireEye EDR | Noted |
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| Ref | Requirement | Vendor Response | Reviewer Comments |
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| 6.36 | Are designated staff responsible for receiving and urgently responding to these alerts? | Information Security related incidents are detected from three sources: People, Audits and Alerts. Thomson Reuters employs a multi-location Security Operations Center (SOC) which is fully staffed by Thomson Reuters resources. | Noted |
| 6.37 | Have clear procedures been established for identifying and responding to security incidents? | Thomson Reuters employs reasonable measures designed to prevent data breaches. Should one occur, we have an incident response process in place to investigate the breach and take appropriate action. These actions may depend on our role in relation to the product or service, our contractual obligations, and the type of information involved. We also outline responsibilities in case of breaches in our template contracts, both with customers as well as with vendors. | Noted |
| 6.38 | Is all security sensitive software, such as operating systems and databases, kept up to date with the latest software patches? Please indicate how regularly updates are applied. | As set forth in the Thomson Reuters Patch Management Standard, we gather and review security threat intelligence from our vendors and other third party security organizations. The standard provides appropriate patching practices to technology teams for deploying security patches. Additional security controls may be implemented to provide mitigation against known threats. The audit software patches are scheduled monthly or sooner if required. | Noted |
| 6.39 | List the procedures and software tools in place to prevent or detect and eliminate interference from malicious code, such as viruses? | All Thomson Reuters owned and supported operating systems which are hosted in our data centers or deployed to customer sites are required to be configured with Thomson Reuters antivirus solution for compliance with our policies and standards. This excludes operating systems that are not managed by Thomson Reuters. Endpoint updates are conducted regularly and pushed for an emergency deployment when there is a strong evidence of an immediate and material threat to Thomson Reuters Service Delivery.<br>Thomson Reuters deploys malware detection tools on the network and endpoint to protect against spear-phishing methodologies that deploy malware payloads meant to enable data exfiltration. (i.e. Advanced persistent threats.) | Noted |
| 6.40 | Is a system log maintained by the service provider that details<br>- User access?<br>- User activity?<br>- Error messages?<br>- Security violations? | Thomson Reuters Information Security Technology Policy sets forth requirements for specified user actions, system exceptions and security events to be logged for the purpose of investigating suspected security incidents. Remote access to Thomson Reuters network must be logged and all security audit logs are protected against unauthorized access or modification and retained for a specified period in accordance with the policy. | Noted |
| 6.41 | Is this log available to the customer? | No | Noted |
| 6.42 | Have there been any successful unauthorised access attempts been made during the last year?<br>If Yes:-<br>- What was the effect on the business and users?<br>- What steps are in place to prevent this happening again? | No | Noted |
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| Ref | Requirement | Vendor Response | Reviewer Comments |
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| 6.43 | Is penetration testing regularly carried out by (please indicate frequency of tests):<br>- Staff specialising in this field?<br>- External specialists? | Annual Manual Penetration Testing (MPT) is performed during which our authorized vendor(s) will attempt known exploits and a Certified Ethical Hack (CEH) in a replica environment of the application. The replica environment runs the current version of the application code but does not contain any client data, thus client data is not exposed to the authorized vendor at any point during the MPT. Across industry this is also known as a Certified Ethical Hack or an Application Penetration Test and assessment. This includes application scanning followed by intensive manual testing to identify application vulnerabilities. | Noted |
| 6.44 | If penetration testing by a specialist is not performed regularly, please indicate the main procedures in place to identify weaknesses? | Please see above | - |
| 6.45 | Are security procedures regularly reviewed? Please indicate frequency of reviews. | Security procedures are reviewed at least Annually. | Noted |
| 6.46 | What security reporting is provided demonstrating compliance against certification(s) and policy(ies)? | Thomson Reuters manages a set of information security policies and standards, closely aligned with international standard ISO/IEC 27002:2013, which outline information security and risk management principles that apply to our people, process, and technology practices.<br>Our latest ISO Certificates are available on request.<br>Our policy requires security due diligence and accountability of our technology partners in accordance with this policy. In an ongoing practice focusing on continuous improvement we regularly review and adapt our policies and standards to address changes to our products and services, evolving threats, regulatory changes, and our customers' information security expectations.<br>Thomson Reuters scopes ISO Certifications to our data centers locations and many of our key datacenters maintain certification. Third-party attestations such as SOC2s are scoped to specific applications/products/technologies within the enterprise and are maintained where there is a business need. | Noted |
| 6.47 | Are any security breaches communicated to customers? | Thomson Reuters employs reasonable measures designed to prevent data breaches. Should one occur, we have an incident response process in place to investigate the breach and take appropriate action. These actions may depend on our role in relation to the product or service, our contractual obligations, and the type of information involved. We also outline responsibilities in case of breaches in our template contracts, both with customers as well as with vendors. | Noted |
| **Backups by the service provider** | | | |
| 6.48 | In relation to backups undertaken by the system provider please explain:<br>- How is a customer's data backed up?<br>- How often is this undertaken?<br>- What is backed up?<br>- What's the media used?<br>- Where are backups stored?<br>- How many copies are there?<br>- How long are they retained for?<br>- Who has access to them?<br>- Is the data encrypted? | Nightly backup, database & file storage backup, backup disk, 1 copy per day per database, backups retained for 14 days, operations has access to backups, Yes - data is encrypted | Noted |
| 6.49 | How frequently is a test-restore of backups undertaken? | Annually as part of Disaster Recovery failover testing | Noted |
| 6.50 | Can the provider restore from a backups that it has taken at a customer request? | Yes | Noted |
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Ref	Requirement	Vendor Response	Reviewer Comments
6.51	Does a customer have the ability to undertake their own backups?	No	Noted
6.52	If so, can a customer restore data a backup that they have taken?	N/A	Noted
Platform recovery			
6.53	What contingency plans are in place to enable a quick recovery from: - Database or application software corruption? - Hardware failure or theft? - Fire, flood and other disasters? - Communication failures?	Site is hosted in multiple availablity zones within saame region, backups are taken daily.	Noted
6.54	How often are these plans tested?	Annually	Noted
6.55	How often are these plans reviewed and updated?	Annually	Noted
6.56	What are your: - Recovery Point Object (RPO) standards? - Recovery Time Objective (RTO) minimum standards?	RPO - 0 hours RTO - 2 hours	Noted
6.57	If transaction records are dated and time stamped are the times used local to the user or based on where the server is located?	Timestamp are GMT based	Noted
6.58	What protection is in place to enable users to able to access their accounting and other data if the service provider should experience serious difficulties, cease trading or decide to stop providing the service?	The goal of our Business Continuity and Disaster Recovery strategy and plans is to ensure our continued ability to serve our clients, and to protect our people and assets. We have an established global, structured framework, designed to ensure that Thomson Reuters is prepared should a disruptive incident occur. This approach addresses disruptions of varying scope, including, but not limited to, large-scale location-specific events and Thomson Reuters-only disruptive incidents.	Noted
6.59	If the system is hosted are there arrangements in place for this third party to continue providing a hosting service in the short term to allow time for customers to negotiate their own arrangements? If so, how long does the arrangement allow?	Thomson Reuters hosts UK Cloud Audit Suite products for unlimited amount of time. In the event that customers wish to make their own arrangements, Thomson Reuters will continue to provide the hosting service until those arrangements are made.	Noted
6.60	Are there any individual members of the vendor's staff whose leaving or illness would significantly reduce, or even stop, the service provider’s ability to provide a full and reliable service to customers?	No	Noted
Platform change management			
6.61	Describe your approach to upgrades including what option customers have not to take upgrades (if any)?	Application updates are done automatically for all users. Content updates are made available and applied by customers when required.	Noted
6.62	Are users able to test the application before new versions go into live use?	Major upgrades are beta tested by end users prior to release.	Noted
6.63	Are users given notice before application changes are applied to the live system?	Yes, pre-release notes are usually provided with two weeks notice.	Noted
6.64	Are changes delivered into the live environment "switched off" to enable users to test them before enabling them for their environment?	No	Noted
6.65	Describe what testing and QA processes are undertaken before upgrades and other changes are made live/available to customers?	Various quality gates are established throughout development process to ensure quality of the product. Qality process includes: All items tested and approved by QA during development process, Regression test run for each release, Smoke test post deployment, Performance test for API/UI.	Noted
6.66	If a hosted system, explain the release management procedures in place and the associated segregation of duties ?	Central devops team is responsible for QED & PROD deployment. DEV/QA don't have access to QED & PROD environment.	Noted
6.67	Are users informed when they next login of the application changes that have gone into live use?	No, Release email provides down time window, post which application is live for users	Noted
6.68	Do customer staff have to take any action (e.g. regression testing) when new editions, patches or upgrades are released? If so, please describe what they should ordinarily do.	No	Noted
Subscription options			
6.69	What is the minimum level of commitment must the customer sign up to, e.g. 36 months?	Minimum 12 months	Noted

Ref	Requirement	Vendor Response	Reviewer Comments
6.70	Where online payment is used, what type of security is used to protect sensitive information?	N/A - software subscription payments are not taken online.	Noted
6.71	Where online subscription / payment is used, is an invoice provided to the customer and, if so, in what format?	Not applicable - we do not provide online subscription / payment option.	Noted
6.72	When subscriptions need to be renewed, what advance notice is provided and what is the time limit for renewal?	The time limit for termination is written notice provided at least 30 days prior to annual renewal date. Generally we work towards 90 to 60 days advanced notice of renewal pricing.	Noted
6.73	Is there a procedure for late renewal and is there a time limit after which subscriptions cannot be renewed?	Late renewals are usually premitted. Any period beyond 12 months will be treated as a completely new order.	Noted
6.74	How soon after creating or renewing a subscription (if applicable) can the system / service be used?	Same day after renewals. For new accounts, the set up period is required that can take up to two weeks after creating a subscription.	Noted
6.75	What notifications / confirmations are provided to the customer regarding subscriptions and payments?	Countersigned copies of the Order and contractual agreements are provided. Account statements are also available.	Noted
6.76	To what extent are users able to access their accounting and other data if: - They miss one or two payments? - They cease being customers?	Accounts need to be kept up to date or access can be removed, however this would only happen following a series of reminders and advanced notice. Should they cease being customers the data would be provided back to the customer in a machine readable format.	Noted
6.77	At the end of the contract term, how long does a customer have to obtain a copy of their data from you?	90 days	Noted
6.78	At the end of the contract term, how is a customer's data destroyed (if appropriate) and will that destruction be certified?	Customer data Deletion process, verified as part of ISAE3402 (SOC2) audit	Noted
6.79	What is your processes regarding disposal of end-of-life and failed hardware devices that were used to operate your service?	AWS managed services	Noted
SaaS/Hosted Reporting			
6.80	Are reports produced from the same software as the financial applications or is separate reporting software used?	Reports are produced from the same software.	Noted
6.81	Does any application software (i.e. other than a web browser or PDF reader) need to be installed on the user's computer in order to prepare or view the reports?	No.	Noted
6.82	What browser versions are support: - On desktop/laptop (PC, Mac, Linux)? - On Tablets? - On mobiles?	Google Chrome	Noted. Currently Edge and Google Chrome are suppported but not Safari.
6.83	Is access to the reporting facilities and data controlled by the same procedures as access to the main application?	Yes	Noted
6.84	If it's different, explain the user access control facilities available to ensure information is only viewed by users with appropriate authority?	N/A	-
6.85	In what electronic formats are reports produced:- - PDF? - XML? - MS Excel spreadsheet? - CSV file? - As html for viewing in a web browser? - Other, please specify?	MS Excel Spreadsheet	Noted
6.86	Are report documents stored on the web server or on the user's computer? If stored on the web server, are they secure to ensure only users with appropriate authority can get access?	Once downloaded, report file is available on users' computer.	Noted
6.87	For documents viewable in a browser is any data stored on the user's computer in a web browser cache or temporary file? If Yes: - Is there any protection against other users viewing the report or data on which it is based? - Is it clear on the reports when they were produced and the date of the data on which they are based, so the user can tell whether they are viewing out of date information?	No	Noted
6.88	Are communications between the browser and the server encrypted for any report related communications?	Yes	Noted

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| Ref | Requirement | Vendor Response | Reviewer Comments |
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| 6.89 | If reports are produced dynamically each time the user views them can historical reports be reproduced at any time? | No | Noted |
| 6.90 | Can reports viewable in a browser be navigated dynamically by users? For example:<br>- Enabling drill down to more detailed information?<br>- Altering which columns and rows of data are displayed.<br>- Choosing time periods?<br>- Specifying selection criteria? | No | Noted |
| 6.91 | Can report data be reliably copied and pasted direct from browser viewable reports to an MS Excel spreadsheet retaining any table layout? | No | Noted |
| 6.92 | If reports are incomplete, for instance due to a poor Internet connection, is sufficient information provided to enable the user to notice that some of the report is missing? | Yes | Noted |
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Ref	Requirement	Response	Reviewer Comments
7.	**ELECTRONIC WORKING PAPERS**		
Global and Client configuration/setup			
7.01	Does the system provide for the setup and maintenance of the details of the Accountants/firm using the software and valid users within that firm?	Yes	Confirmed
7.02	Does the system provide a permissions matrix so that rights can be set at user and role/group level?	Yes	Confirmed
7.03	Does this apply to: - Specific areas of functionality? - Any synchronisation with HMRC? - Access to any linked systems? - Manually adding/editing transactions? - Authorisations? - A particular Client or number of Clients of the firm? - An individual Client engagament? - Other, please specify?	Individual users are allocated to Permissions Groups. Each Permission group has different levels of access which can be defined for each group, and determines what actions can users within that User Group perform. There is currently no synchronisation with HMRC or other third party organsations. There is an integration with Confirmation software, which is accessible to the users with their Confirmation credentials.	Confirmed
7.04	Is it possible to define delegated access?	No - multiple users can be assigned each level of access, so delegates can perform the needed actions on behalf of someone else if needed.	Confirmed
7.05	Can multi-level authorisations be set?	Yes - the software allows up to 5 levels of authorisations, from Preparer to Reviewer 4 (the names can be tailored to fit the naming convention used by the audit firm)	Confirmed
7.06	What are the restrictions on more than one user working on the same Client or Client engagement (audit) at the same time?	It is a cloud solution, so multiple members of an audit team can work on the same client and same client engagement at the same time. Once one user starts editing a specific workpaper, that workpaper is then 'locked' for editing by another user. It will only become available for editing, once the first user saves and exits the workpaper.	Confirmed
7.07	Are there restrictions on more than one user working on multiple engagaments (for different Clients) at the same time?	Yes - once a user starts editing the workpaper, other users can only view it.	Confirmed
7.08	Can a user of the system have multiple windows open at the same time on a single Client audit/engagement?	Yes - the key areas of the audit engagement can be displayed as tabs on the main screen, or as separate tabs in the web browser. Individual workpapers open as a new window in whatever format they are saved (Excel, Word, PDF etc).	Confirmed
7.09	Does the system allow an Accountant to use multiple devices to support mobile working, e.g. a workstation, phone and/or a tablet?	Currently it only supports workstation working (laptop / PC).	Confirmed
7.10	Can the system work in an "offline" mode, with transactions transferred to the service once Internet connectivity is available and enabled? i.e. can information be completed off-line and uploaded?	No - it is fully cloud software. However it is possible to save the workpaper as PDF, work off-line, and later upload it back into the engagement file.	Confirmed
7.11	Does the system make use of global lists, e.g. Postcodes, VAT codes, lists of banks/building societies?	Currently not available.	Noted
7.12	If so, specify what is provided.	N/A	-
7.13	Can the system operate in multiple currencies? If so, please state which are supported.	Currently currencies are not defined - the system assumes work in GBP.	Noted
7.14	Does the software directly integrate with on-line software/services? If yes, please list the packages/services in the categories below and explain the method of integration (e.g. dedicated connector, webservices, etc): - Banks (via Open Banking)? - Companies House (for valid Company lookup)? - HMRC (for the submission of tax information)? - Accounting software (e.g. Sage, QB, Xero)? - Tax software? - Others, please specify?	Currently the software does not integrate with any of the listed softwares/services. It does integrate with Confirmation if required (obtaining bank confirmations via the Confirmation platform) and also has full Excel and Word integration. It enables Trial Balance upload via Excel.	Noted
7.15	Does the system provide a portal to enable the exchange of information between the Accountant and the Client?	Currently it does not.	Noted

Ref	Requirement	Response	Reviewer Comments
7.16	If yes, please clarify the level of security in relation to: - How authentication is managed? - Whether MFA is supported? - Is a secure [https:] connection provided? - Are login / inactivity timeouts enforced? - Are complex passwords required as well as the need for regular password changes?	N/A	-
7.17	In relation to the Client portal (above) can the Client log into the portal at any time and update their details? Please provide details of any update facility provided.	No - this is currently not supported.	Noted
7.18	If yes, please expalin how is their access restricted?	N/A	-
7.19	What end-user computing platforms are supported for access, e.g. Windows, Mac, iOS, Android? And what Internet Browsers are supported?	Supported on Windows PC only at the moment. Browser supported: Chrome and Microsoft Edge	Noted
7.20	What Accessibility standards have been adhered to in the design of the portal?	Accessibility is assessed against the A11Y standards.	Noted
Client Setup			
7.21	Does the system provide for the setup and maintenance of a firm's Client details (Client profiles)?	Each Client's engagement contains the basic information (e.g. Client name, financial year end). Additional information about the audited entity are stored within relevant working papers.	Confirmed
7.22	Can the system record Client notes, exemptions, etc as required?	The audit planning workpapers allow for documenting the relevant information about the client. The system is also fully integrated with Word and Excel and allows for as much information and additional documentation to be added about the client as necessary. If external documents need to be attached to the file, they can be brought into the file by using the drag-and-drop function, and hyperlinking it to the relevant related documents / workpapers.	Confirmed
7.23	Does the system allow the entry of supplementary information?	Yes	Confirmed
7.24	If yes, can this be uploaded and held against the Client?	Yes	Confirmed
7.25	Does the system automatically populate information from the Client profile into associated engagement/audit files (working paper sets) during creation??	Variables can be inserted into working papers that pull in client information such as period dates, account data, client name, engagement name. Workpapers can be moved from one client engagement to another and the variables populate for the other client. The Client information is saved within each audit file, and can be 'rolled forward' and retained for all future engagement.	Noted
7.26	Does the system allow Clients to be linked?	Companies within the same group can be linked in a consolidated audit. The Consolidated view will show individual members of the group (including individual Trial Balances), and the group consolidated view (including Trial Balance).	Confirmed
7.27	If yes: - Can the system automatically copy information from an associated Client record when required? - Can this be manually overridden?	If a group audit is required, the software allowes for the initial set up to reflect the company group structure in the Engagement view. The information can be copied from one engagement file to the other if necessary, or an engagement template can be set, and used for individual companies within a group as appropriate.	Confirmed
7.28	Does the system allow all engagement files and documents created for a Client to be: - Shown as a list on-screen. - The details viewed on-screen. - Details to be printed out.	Yes.	Confirmed

Ref	Requirement	Response	Reviewer Comments
7.29	Does the system incorporate dashboard functionality such that the following information is presented to the user on their “home page” when they login to the system: - Activities on all engagements that the user is involved in - Engagement progress/completion - Review points outstanding.	The user has the following relevant views within the software: - the Home screen where all the Notes and Alerts are listed which are relevant to the user - the Dashboard screen within an engagement, which shows the overal progress of the engagement, the progress of individual sections and anything else that user set up as part of their widget configuration - within each engagement, the "Notes" section lists all the outstanding review points	Confirmed. With drill-through.
Engagement/audit files and libraries			
7.30	Does the system provide a simple view showing all the audit files created for a Client?	Yes - all the workpapers are shown in the Workpapers view, with two additional tabs showing the Trial Balance view and Journal Entries view.	Confirmed
7.31	Subject to permissions can the user expand any of these audit files on-screen to show the index and folders within each audit?	Yes	Confirmed
7.32	Does the system provide a straightforward way to search for audits, with search parameters such as: Client, audit, year, date-range?	Yes - the key search parameters are Client name and Client Number.	Confirmed
7.33	Is it possible to choose to set up a new engagement/audit for a Client by copying forward all/parts of the details from the previous year?	Yes - the software enables "Roll forward" function for every engagement, and users can decide which documents they wish to bring forward for the next year's audit. For the documents and templates that they select to roll forward, they can also choose to bring the documents and templates forward "With responses" or "Without responses" (i.e. roll forward a blank template to enter in new information).	Confirmed
7.34	When setting up the engagement/audit file is it possible to enter: - Start and end dates - Staff on the audit (assigning individuals to roles) - Audit office - Previous balances and fees - Audit currency - Additional information (inc results totals)	When setting up the engagement, it is possible to enter the following: - Start and end dates - yes, it is possible to enter financial year end date, start and end date of the engagement, and the report date; - Staff on the audit (assigning individuals to roles) - yes, including the Responsible Individual, and setting their level of access (e.g. what sections they can/cannot edit, level of sign off if relevant) - Audit office - the software does not distinguish between audit offices as it is enabled for remote working. - Previous balances and fees - billing/invoicing is not part of the audit software. - Audit currency - currently there are no currencies in the system	Confirmed
7.35	Does the system provide a selection of audit library templates or content packs for use on an engagement?	Yes - audit templates and content can also be tailored to the needs of a specific audit, and saved as a bespoke template to be used in the future, so the work is done only once.	Confirmed
7.36	If so, provide details of the packs available and the accounting regulations covered (e,g, IFRS)	Currently available are UK Unlisted Companies and Charities (to be available early 2023). More templates scheduled in the near future.	Confirmed

Ref	Requirement	Response	Reviewer Comments
7.37	Please explain the fundamental components of the library templates, e.g.: - Working papers: - Index - Folders - Workflow tasks and actions – Other, please specify.	The software contains a library of audit templates, containing audit guidance for specific legal entities (e.g. unlisted companies, charities etc). Each audit template can also be tailored by the user to address financial statmeent risks of a specific audit client or industry. Tailored templates can be saved as a specific client/industry template to be used in the future, or for another client of the same type / a different client within the same industry. Each template will have a set of working papers and correspondence and letter templates which can be used by auditors to perform audits more efficiently. Once the user selects the appropriate audit template (e.g. unlisted companies), the system will automatically populate all relevant workpapers into the engagement binder. Users can then further tailor their audit approach by designing the audit programme for the specific audit engagement. Workpapers contain the risk assessment form, the audit guidance, tasks to be performed and tick boxes / text fields to document the progress and results of the audit. Workpapers also contain templates for calculating materiality thresholds and setting up substantive procedures, including sampling	Confirmed
7.38	Does the system provide the ability for the firm using the software to maintain the template library and make changes to its structure, workflow, actions, text, etc	Yes - templates are tailorable, and once agreed within the firm, can be saved as a specific template and used across relevant types of engagements.	Confirmed
7.39	or is this function undertaken solely by the supplier?	No - the firms using the software can tailor the template library to their needs.	Confirmed
7.40	Is there the ability to suppress parts of the library structure, workflow, and text?	For the audit templates, users can exclude all parts of the audit templates they deem irrelevant, and then save and complete only the relevant parts of the audit. Within individual workpapers including audit guidance, the audit procedures can be amended and all changes to the text will be shown in a different colour.	Confirmed
7.41	If so, can this be done by: - Audit type - Client type - On a per-Client basis - For specific folders - Is there a manual override? - Can all this be done by the user or is it a supplier-only function?	It can be done by Audit type, Client type and per-Client basis. As the relevant workpapers are set up at the start, only relevant parts are included, so there is no need to surpress specific folders or manually override anything. This can be done by the user.	Confirmed. (Company type exsts now, charities coming soon)
7.42	Can custom libraries be added for specific situations?	Yes - custom libraries (Engagement Templates) can be created by the firm according to their needs. Users can add any Word/Excel document of their choosing to a template.	Confirmed
7.43	If so, state what is available.	Yes - custom libraries (Engagement Templates) can be created by the firm according to their needs - they can customise them to a specific industry or a specific audit client. Engagement Templates can be created with any word, excel, or PDF file of the user's choosing.	Confirmed
7.44	Can the inbuilt workflow in the library enable/disable specific options / workflow steps depending on answers provided to questions in another separate part of the workflow (i.e. another folder)?	Yes	Noted; in applicable cases. e.g. there is a link between risk assessment setup and the [subsequent] audit procedures.

Ref	Requirement	Response	Reviewer Comments
7.45	Does the system provide the ability to archive engagements/audits?	Yes - once the audit is complete, engagements can be Finalised, which locks the engagement for any further editing. Engagements are saved under the Client name/ID number and can either be displayed if needed for next year, or 'closed' - hidden from the screen, but they are saved in the underlying document management system.	Confirmed
7.46	Does the system provide the ability to delete engagements/audits?	Yes (subject to permission levels).	Confirmed
7.47	Does the system provide a facility for auto-saving changes to engagements/audits during a user's editing session? - Can the frequency of these auto-saves be manually set? - Can the user initiate a save manually? - Can a user roll back to a previous saved version?	No - currently the users need to save changes manually. If the user tries to exit a workpaper before saving, an alert will pop up to warn them the changes may be lost without saving.	Noted
7.48	Can the inbuilt workflow in a library enable/disable parts of the library structure elsewhere in the library?	Yes	Confirmed
7.49	Can a library be marked with a status that determines whether it is available for use, e.g. draft, released, archived?	Users can tailor the audit guidance templates according to a specific audit client, a specific industry or for speciality. The template can be saved for future use in the "Engagement Templates" section and reused when needed. Templates can be further updated or amended at a later date if anything changes. If Engagement Template is not ready for use, it can be marked as "draft" in the title if necessary.	Noted. Can change the title of a template but not block access to it.
7.50	Does the system provide the facility for off-line working, i.e. downloading engagements or sets of working papers for editing away from the office/while doing fieldwork?	There is currently no off-line working capability, however Individual engagements / workpapers can be downloaded / converted into PDF for work off-line, and then uploaded back into the Client file.	Confirmed
7.51	If so, please explain how this operates.	Individual engagements / workpapers can be downloaded / converted into PDF for work off-line, and then uploaded back into the Client file.	-
Working papers and Workflows			
7.52	Please explain the components within a set of working papers, e.g. - Index - Folders and sub-folders - Workflow - Actions/steps.	Once the user selects the appropriate audit template (e.g. unlisted companies), the system will automatically populate all relevant workpapers into the engagement binder. Users can then further tailor their audit approach by designing the audit programme for the specific audit engagement. The folders and index can be tailored by the user to suit their needs, and then they can drag-and-drop workpapers in desired position on the workpaper tree. They can also easily import new documents by drag-and-dropping them into the desired folder in the workpaper tree. Workpapers contain the risk assessment form, the audit guidance, tasks to be performed and tick boxes / text fields to document the progress and results of the audit. Workpapers also contain templates for calculating materiality thresholds and setting up substantive procedures, including sampling according to risk levels. Also included are workpapers and guidance for completion of the audit, disclosures and example reports.	Confirmed
7.53	Can documents from third party systems be attached within a set of working papers. If so, please explain how this is undertaken.	Yes - documents (Word, Excel, PDF) can be uploaded into the Engagement. This can be done either by using the Upload button, or by dragging and droping the file into the designated area on the screen.	Confirmed
7.54	Can attached documents be opened, edited and re-saved within the system?	Yes.	Confirmed

Ref	Requirement	Response	Reviewer Comments
7.55	If so: - Does the system provide version control functionality? - Can multiple versions be retained within the folders? - Is it possible to roll-back to a previous version and re-save this as the current version?	The system restricts 'edit' functionality to one user, once the user opens a document in edit mode. Other users can still view it during that time but cannot edit it. Audit history of the document being edited is saved in the underlying document management system, so there is an audit trail who edited the document last, and when. There are backups retained of each document every time a change is saved on word, excel, and PDF files. We keep multiple versions of each document for each save, but they only appear in the folder once. A call to the support team would be necessary to roll back to a previous version, but it is possible to revert to a prior version and make it current.	Noted
7.56	Does the working paper library come with a pre-defined index to the sections within the library?	There is a default index for the working papers however it is easily tailorable by the users. Once tailored, it can be saved as a new library template, and used for future audit engagements, so the tailoring of the library does not need to be repeated.	Confirmed
7.57	If so: - Give an example of the top level of a standard index, e.g. Planning, execution, review, re-plan. - Can this index be edited by the user's firm?	While there is a 'default' index in the software, it is completely tailorable by the user. The default index is: - Planning - Assets - with subfolders for each: Cash, Trade Receivables, Revenue, Inventory, Cost of Sales, Property, Investments and Derivatives, Other Assets - Liabilities and Equity - with subfolders for Trade and Other Payables and Other Liabilities, Borrowing and Other Financial Liabilities, Income Taxes, Equity - Income and Expenses - Concluding an audit	Noted
7.58	Can folders and sub-folders be added to and deleted from the index within a set of working papers?	Yes - it is completely tailorable by the user.	Confirmed
7.59	Does the system enable folders and sub-folders to be moved within the working paper index ("grafting the audit tree")?	Yes - users can move, edit, create new or delete folders according to their needs. The workpaper tree can then be rolled forward to the next year so the structure is maintained, or can also be saved as a template to be used for other audit engagements.	Confirmed
7.60	If so: - Does the index update automatically? - Is this function graphical, i.e. drag-and-drop?	The system enables a drag-and-drop functionality. For audit engagements with large volumes of working papers and folders, there is also the right-click 'Move To' functionality.	Confirmed
7.61	From within a folder can a list of workflow steps (actions/tasks) be: - Added? - Amended? - Hidden/unhidden? - Deleted?	Yes - workpapers within the folder can be added, deleted, edited as required. They cannot be hidden at this time.	Confirmed
7.62	Explain how the system enables task dependencies to operate?	The software provides tools for users to effectively perform every stage of the audit, from planning to conclusion. The main Workpaper view will show the main steps of an audit, and can be tailored and organised in the way that suits each audit firm's needs. There are mostly no dependencies between the different audit phases. The only section where the system has an in-built dependency is Risk Assessment. Risk Assessment needs to be completed before auditors can design their Audit Programme, as audit prodecures will depend on the risks and the level of risk identified.	Noted
7.63	Can tasks/actions be of various types?	Yes	Confirmed

Ref	Requirement	Response	Reviewer Comments
7.64	If yes, state the types supported: - Selection or multi-selection? - Yes/no option? - Check boxes? - Radio buttons? - Text or numeric entry? - Date or date range entry? - Tabular data? - Free-form notes? - Other, please specify	The following types of actions are supported: - selection and multi-selection - Yes/no option - Check boxes - Radio buttons - Text or numeric entry - Date or date range entry - Tabular data - Free-form notes	Noted
7.65	Can actions be marked as mandatory?	There are certain fields in the audit templates which are mandatory for users to complete, however currently there is no ability to mark currently optional actions as mandatory.	Noted
7.66	Does the system automatically mark a list of actions as complete when all mandatory tasks within that list have been completed?	No - marking tasks as 'signed off' is manual.	Noted
7.67	Does the system automatically mark a folder as complete when all lists of actions within that folder have been completed?	No - folders can hold audit evidence as well as audit procedures and audit guidance. For example, in one folder marked as "Cash", there will be audit procedures, materiality calculations, sampling information, results of tests performed in Excel format, gathered audit evidence in PDF format and client correspondence with any clarifications. Once the workpapers are reviewed and approved by a Reviewer, the Reviewer marks the relevant workpapers as "Signed Off"	Noted
7.68	Is it possible to flag specific actions as items of “audit evidence” and monitor their status separately?	Work on a specific section of the audit can be stored in a newly created folder, and structure of the folder and workpapers stored according to users' needs. If additional audit evidence is required, a "Placeholder" document can be put in a folder to mark there is additional evidence expected. If users wish to have audit evidence stored separately, they can create a new subfolder titled "Audit Evidence" and save any documentation and client correspondence in that folder.	Confirmed. Folder structure is fully editable.
7.69	Is it possible to mark lists of actions with levels of “audit risk”? If so, please indicate the levels available, e.g. Insignificant, quite significant, significant, very significant, critical; or rating of 1 to 5.	The software contains the Risk Assessment Summary form, where risk is assessed for each financial statement line item that needs to be audited. The risk assessment takes into account whether internal controls are tested as part of the audit or not, and provides the risk assessment taking user's answers into account. The levels of risk are "Low", "Medium" and "High". The level of risk is also taken into account when calculating sample sizes for substantive testing. Progress of audit work in each area is monitord on the Status Dashboard. "High Risk" areas of audit are displayed separately to the rest of the audit areas.	Confirmed. There are specific dashboard widgets for high risk areas.
7.70	Is it possible to report on the progress of list of actions with specific levels of audit risk?	The system allows for monitoring of progress of all key audit areas on the Status Dashboard. Users can also set up the Status Dashboard view according to their needs, for example viewing progress of work assigned to an individual team member, number of notes assigned / outstanding etc.	Confirmed
7.71	Does the system provide an overview of the completion progress/status of actions and folders within a set of working papers?	Yes	Confirmed
7.72	Does the system provide multi-user access control, i.e. locking down folders / documents / actions / parts of the workflow when another user is editing them? If so, please explain how this operates.	Yes - once a user opens a workpaper and puts it in "Edit" mode, or starts editing it, the system will lock the document for editing by any other users.	Confirmed

Ref	Requirement	Response	Reviewer Comments
7.73	Does the system provide e-mail integration, so that information requests to Clients can be made directly from within the software and email replies saved back within the system? If yes, then please list the email systems supported.	Currently the software enables sending emails directly from within the software using Microsoft Outlook. The full Client Collaboration functionality is on the roadmap for 2023.	Noted
7.74	Does the system provide a hierarchy of tasks/actions?	There are some key dependencies, for example: - risk assessment form needs to be completed before designing detailed audit procedures, as the level of risk will recommend either "Basic" or "Extended" audit procedures. - Materiality calculations form needs to be completed before Substantive Procedure form is completed, as calculated materiality thresholds feed into the Substantive Procedures form.	Confirmed
7.75	If so, does this include: - Dependencies? - Approvals and sign-offs? - Task completion status? - Task assignment?	See 7.74. There are no dependencies when it comes to Sign offs, task completion status or task assignment (provided the user has been given the right level of permission to perform either of these actions).	Noted
7.76	Can this workflow be viewed graphically? If so, can the hierarchy be edited from within this view?	Progress of the audit can be viewed and monitored on the Status Dashboard. The software does not have a set workflow, so individual workpapers can be added, deleted, amended as desired. The Workpaper Tree can be tailored and structured to fit users' preferences.	Confirmed
7.77	Can a task have a status linked to workflow, e.g. Complete, incomplete, complete with issues, unable to complete?	Each workpaper can be either "signed off" or not. No other statuses are linked to workpapers currently.	Confirmed
7.78	Does the system allow different group of users to be assigned to tasks at different statuses?	Permission levels are assigned within User Groups. Each user group can contain as many users as necessary. Permissions are controlled for each group, for example Audit Associates, Audit Managers, Reviewer, Responsible Individual. Within each User Group, System Admin can define specific actions each group of users is allowed to perform.	Confirmed
7.79	If a task has issues can further information be added to define how to clear the task?	Yes - notes can be added to each workpaper / task that needs further work and assigned to a specific user for follow up. Email notifications can also be set up to notify the user that a Note has been assigned to them.	Confirmed
7.80	If so, does this include: - Defining what is to be done to resolve the issue? - The assignment of staff? - Setting action dates? - Defining where in the workflow the task should return to when completed? - Categorising issues?	Yes - in each Note, there is a free text form to explain what needs to be done to resolve the issue, when does it need to be cleared by and provide any other information. Notes han also be assigned level of importance (Normal, High) and assigned to a user that needs to perform the additional work to clear it. Note will be automatically assigned to the workpaper it relates to.	Confirmed
7.81	Does the system allow authorised users to make comments and assign additional tasks during the workflow?	Yes - The system allows authorised users to create new tasks/workpapers, and assign them to a specific user or create notes on them with additional information.	Confirmed
7.82	If so, can these be: - Edited? - Deleted? - Made mandatory?	Newly created workpapers can be edited and deleted. Currently they cannot be made mandatory.	Confirmed
7.83	Does the system allow different actions in different parts of the working paper library to be cross-referenced?	Yes.	Confirmed. Hot links can be added.

Ref	Requirement	Response	Reviewer Comments
7.84	If so, explain how this operates.	Each workpaper has text / comment fields or boxes, where one of the options is to add a link to a relevant workpaper. On clicking the relevant button, the workpaper tree wizard opens and allows the user to select the relevant workpaper and click 'Continue'. The software creates a hyper link to the relevant workpaper. Software is also integrated with MS Excel and Word, and both have the same capability to add workpaper links into the working document.	Confirmed
7.85	Can tasks be filtered?	Yes - the software enables users to switch to "List View", which enables users to filter all workpapers according to their needs. Users can also create their own filters.	Confirmed. Filters can be saved to the drop down menu.
7.86	If so, can this be done by a combination of: - Client? - Engagement? - Specific task? - Assigned staff? - Task status? - Other?	Filtering is enabled within each individual engagement. Filters can be set for a number of parameters, e.g. Folder Path, Workpaper Reference, Description, Notes, Preparer, Reviewer, Status, User Assignment etc. Each list can be filtered Ascending / Descending, or by Condition or Value.	Confirmed
7.87	Can issues be filtered?	Audit issues can be documented in Notes. Notes could be marked as Normal or High Priority, assigned to a user and required to be closed. Users can filter Notes from a Notes list and they show up on the home dashboard.	Confirmed
7.88	If so, can this be done by a combination of: - Client? - Engagement? - Task? - Specific issue? - Assigned staff? - Other?	When issues are documented in the Notes section, a Notes report can be created. Within an engagement, the Notes can be filtered by Assigned Staff, Created by, Priority or within an Engagement/Folder/ Workpaper.	Confirmed
7.89	Can search/filter parameters be saved on a per user basis?	Yes in the Workpaper view. Users can set their own filters and save them for future use.	Confirmed
7.90	Does the system allow the entry of 'side-tables of data?	The software has full Word and Excel integration. Excel tables of data can be uploaded into the Workpapers view by simply drag-and-dropping it into the workpaper tree. Also, custom Excel tables can be created, which can then pull data from the imported Trial Balance. Saved Custom Excel tables can be also 'copy-pasted' to a different section of the engagement, or to a different engagement, and the structure of the table will remain the same, but will pull the data relevant to that particular section / engagement, so the users save time by not having to recreate the custom Excel from start.	Confirmed
7.91	Is so: - Do these calculate? - Can they be printed? - Can data be imported, e.g. Excel or simple cut/paste?	Excel tables have the full Excel functionality, and can also be exported into PDF and downloaded and printed out.	Confirmed
7.92	Does the system provide validation of user inputs? If so, please detail the validation types provided.	Most of the workpapers have free text capability, with the exception of certain planning forms, e.g. materiality and substantive procedures calculations. The data validation is in place for Trial Balance import.	Noted
7.93	Does the system allow subsequent amendment of individual entries, without the need to walkthrough completed sections of questions?	Yes	Confirmed
7.94	Does the system provide an audit trail of answers and changes to tasks/actions and issues?	The system does not automatically save all versions of a document, but users do have the flexibility to retain old information/previous version of the document if they wish to. There is an audit trail of who and when last changed individual workpaper.	Confirmed

Ref	Requirement	Response	Reviewer Comments
7.95	Does the system retain data entries (answers), even if the workflow has changed and a specific task is no longer available to be answered because it is no longer visible? - Can data entered still affect the workflow elsewhere? - If the question is subsequently enabled will the previous answer be displayed?	The software does not have a set workflow, so individual workpapers can be added, deleted, amended as desired. If the workpapers are deleted, they are stored in the Recycle bin and can be restored from there if necessary.	Noted
7.96	Does the system provide functionality for an end-of engagement review of the working papers to be undertaken?	Yes.	Confirmed
7.97	Can this review generate a workflow that requires follow-up actions, which are captures within the working papers?	Workpapers are reviewed and signed off individually. If any follow up actions are required, the reviewer can add Notes to individual workpapers.	Confirmed
7.98	Does the system provide 'completion' functionality that records the completion and sign-off of the engagement?	Yes - once the engagement is completed and signed off, it can be Finalized - which locks all the workpapers and the engagement so it cannot be edited by users.	Confirmed
7.99	Can a completed set of working papers be 'rolled forward' for the next year?	Yes - users can also choose which workpapers they can roll forward, and whether they would like to roll them forward with or without previous year responses.	Confirmed
Trial balance integration			
7.100	Does the system allow the entry of accounting trial balance data to provide lead schedules?	Yes	Confirmed
7.101	If so, can this be imported from: - A third-party accounting system? - A third-party accounts preparation system? - A spreadsheet? - A delimited (CSV) file?	It can be imported from Excel spreadsheet	Confirmed
7.102	Does the system provide "wizard" functionality for the import of the trail balance data?	Yes	Confirmed
7.103	Does the system provide functionality to enable the import template to be mapped to the trial balance being imported?	Yes	Confirmed; wizard for mapping.
7.104	If so, can this mapping be saved on a per-Client basis?	Yes	Confirmed
7.105	Does the system allow for accounts with a zero balance to be removed or supressed?	Yes	Confirmed; option on the import.
7.106	Can notes be made against each of the trial balance lines imported?	In the Trial Balance view, free text comments are not enabled. However comments and hotlinks to other documents can be inserted in Lead Schedules (Excel integration).	Confirmed
7.107	Does the system provide validation of user input?	Yes	Confirmed
7.108	If so, please detail the validation types provided.	Relevant to Trial Balance: Valid dates must be entered in date fields. Account numbers and descriptions must be less than 110 characters. balance amounts must be numbers with two decimal places.	Noted
7.109	Does the system provide 'journal' functionality to enable amendments to be made to the trial balance?	Yes - there is a Journal Entry tab which enables users to enter Proposed, Adjusting, Reclassifying or Other types of journals. The view of the trial balance can also be changed so it shows all the journal entries against relevant accounts.	Confirmed. And can link to a workpaper.
7.110	If so: - Can these be reported on? - Is there an audit trail of all journals entered?	All journal entries can be exported in Excel or PDF format. There is also a history of all journal entries.	Confirmed
Reporting / generation of document packs			
7.111	Does the system allow for user-customisable document formatting? - Font? - Paragraph style? - Page format? - Signing boxes? - Other, please specify	The system is fully integrated with MS Word and Excel, so all their capabilities are at disposal of the TR Cloud Audit Suite.	Confirmed
7.112	Does the system allow graphics and/or Client logos to be incorporated in the page formatting?	The system is fully integrated with MS Word and Excel, so all their capabilities are at disposal of the TR Cloud Audit Suite.	Confirmed

Ref	Requirement	Response	Reviewer Comments
7.113	Does the system create the output document based on the working paper structure (folders) and the workflow task structure?	Output from the system can be tailored to the purpose it is being created for. For working offline, any individual workpaper, a set of workpapers or an entire engagement can be exported into PDF. For concluding / reporting purposes, the system contains the templates for most common audit correspondence, disclosures and example reports. Correspondence templates can be amended according to the needs of individual audit engagements and saved for future use.	Noted
7.114	Can the user preview the document being created in real-time as they respond to the tasks in the workflow?	Each workpaper can be previewed in the side panel in the Workpapers tab. There is no set workflow, so users can move between workpapers as needed.	Confirmed; the preview panel is available to show/hide as required.
7.115	Does the system support dual screen functionality, such that the document being created can be shown on a display separate from the one being used to complete the tasks?	Yes	Noted; Windows function using multiple browser windows.
7.116	Does the system provide a standard reporting pack of documents for a set of working papers to be produced?	The software supports a PDF preview of every workpaper. If desired, users can select a number of working papers and "Export to ZIP" or "Export to PDF" if they need to send it to a client for review. It is also possible to send the files in Word or Excel format. The software also enables sending emails via Outlook directly from the software (link with Outlook).	Noted
7.117	If so: - Please describe the documents available? - Can these be grouped into a Client 'pack'?	Any group of documents or workpapers can be grouped into a desired category and exported / sent via email.	Noted
7.118	Can default text and/or logos be applied to packs?	Software has full Word and Excel integration, so default text or logos can be manipulated accordingly. Client specific templates for most commonly used audit correspondence are already included in the software in Word format. The templates can be tailored to client's needs and saved, and also rolled forward for the next year's audit.	Noted
7.119	If so, is this to: - The complete pack? - Specific documents within a pack?	See 7.118 above	Noted
7.120	On a per-pack basis can the user amend the constituent documents': - Sort order? - Page orientation? - Watermark? - Other, please specify?	See 7.118 above	Noted
7.121	Can packs be produced at any time, even if an engagement/audit (set of working papers) has not yet been completed?	Any individual workpaper, a set of workpapers or an entire engagement can be exported into PDF at any time, regardless of completion status.	Noted
7.122	If so, are the documents marked as draft in some way (e.g. using a watermark)?	The software enables full Word integration - Word documents can be marked as "draft" using a watermark)	Noted, as above
7.123	Can different versions of the same pack be produced, e.g.draft, final, other (specify)?	Yes - with the full Word and Excel integration, and Export to ZIP/PDF capability, users can create and tailor their packs as desired.	Noted, as above
7.124	If so, are the documents marked as draft in some way (e.g. using a watermark)?	If required, Word documents can be marked as draft.	Noted, as above
7.125	Can the system produce a re-print of an old pack even if changes have subsequently been made which would change the contents of the latest version?	Users can use "Export to PDF" to create a set pack of documents, which can also be stored in the engagement workpapers section. If there are multiple versions of documents/packs that the users need to keep, they can drag-and-drop as many as they need to a dedicated folder they created.	Noted. Can re-print any saved document but not create 'historic' documents once subsequent changes have been made.
7.126	Can the packs be produced in different formats?	Software has full Word and Excel integration, so available formats match the capabilities of MS Office.	Noted

Ref	Requirement	Response	Reviewer Comments
7.127	If so, are the following supported: - PDF? - MS Word (DOCX) format? - Rich text (RTF)? - MS Excel (XLSX)? - Other, please specify?	The software supports MS Excel, MS Word and PDF formats.	Confirmed
7.128	Can production of specific documents be in the exact format required by statutory authorities, e.g. HMRC?	No	Noted
7.129	If so, state what formats are supported.	N/A	-
7.130	Can the system support distribution of document packs via email?	Yes - there is an integration with Microsoft Outlook.	Confirmed
7.131	Are all documents and reports adequately titled and dated?	The reports and documents can be stored in Word, Excel or PDF format - templates are editable so users can keep the relevant data up to date.	Noted
7.132	e.g. report name, user organisation, Client name, date, page numbers.	Yes	Noted
7.133	Do the reports provide totals where applicable?	Yes	Noted
7.134	Is it clear when a document or report has ended (e.g. totals or end markers)?	Reports from the system are created either in Excel of PDF.	Noted
7.135	Is a report writer provided as part of the software?	There is a Create Report button in the main Workpapers tab within the software.	Confirmed
7.136	If so, please provide details of: - The level of knowledge required to use it (beginner, user, expert). - The level of customisation provided.	Suitable for beginners. The types of reports are pre-defined - it includes the most commonly used reports for auditors.	Confirmed