

# INTERNAL AUDIT – THE NEW NORMAL

**Naohiro Mouri, CIA, CPA**

- Executive Vice President and Chief Auditor AIG
- Chairman of the Board, IIA 2018-2019

- Impact of COVID-19 to the Internal Audit profession
- The “New Normal” for Internal Auditors post COVID-19

# Impact of COVID-19 to the Internal Audit profession

- Immediate need to globally work from home
- Limited stakeholder availability and travel restriction to stakeholder locations
- Need for rapid digitalization of business processes where feasible
- Focus on critical processes that are heightened risk in light of the pandemic
- Heightened dependency on digital communication
- Increased criticality of data availability
- Increased need for digitization of audit processes including data analytics and automated testing

# The “New Normal” for Internal Auditors post COVID-19

- Work from home will likely become the default operating model for industries that can support it.
- Business travel will be limited as most interaction can be done virtually and preferred.
- Digitization of certain business processes will accelerate rapidly; therefore audit processes will also have to digitize to keep pace.
- Internal Auditors need to continue to move to real or near time monitoring and auditing using agile techniques. “Point in time” audits are not relevant based on the current fluid and evolving environment COVID-19 has presented.

## The “New Normal” for Internal Auditors post COVID-19 (2)

- Data and stakeholder availability will become key for the success of WFH and remote auditing. We need to seek direct access to stakeholders’ information and data where possible.
- Identify critical KPIs and KRIs and build automated platforms to test controls real or near time.
- Equip auditors with data analytics capabilities remotely to test full population of controls instead sample-base. This will aid in providing greater assurance to our stakeholders on the state of their critical controls.





# INTERNAL AUDIT – THE NEW NORMAL

Naohiro Mouri, CIA, CPA

Executive Vice President and Chief  
Auditor – AIG

2018-2019 Chairman of the Board, IIA

