

The State of Eritrea
Office of the Auditor General

Policy and Procedures on Management Information System

Information is a tool for Management in any business environment and is in use for effective decision-making. The data collected is processed and the desired information obtained. A management information system (MIS) is a system or process that provides the information necessary to manage an organization effectively. MIS and the information it generates are generally considered essential components of prudent and reasonable business decisions.

MIS is viewed and used at many levels by management. It should be supportive of the institution's longer term strategic goals and objectives. An institution's MIS should be designed to achieve the following goals:

- Enhance communication among employees.
- Deliver complex material throughout the institution.
- Provide an objective system for recording and aggregating information.
- Reduce expenses related to inefficient communication system.
- Support the organization's strategic goals and direction.

Because MIS supplies decision makers with facts, it supports and enhances the overall decision making process. MIS also enhances job performance throughout an institution. At the most senior levels, it provides the data and information to help the Auditor General and senior management make strategic decisions. At other levels, MIS provides the means through which the institution's activities are monitored and information is distributed to management, employees, and audit clients.

Frequently, operational processes and feedback devices are intertwined and cannot easily be viewed separately. The most efficient and useable MIS should be both operational and informational. As such, management can use MIS to measure performance, manage resources, and help an institution comply with professional requirements. One example of this would be the management and reporting of audit assignments. MIS can also be used by management to provide feedback on the effectiveness of time budget and supervision.

Our document is focused for using based on the present organizational structure and decision making responsibility all across the OAG to enable quick decision making and faster response related to departmental requirements.

Note to OAG staff

This document is governed by the communication policy of OAG. Information flow should be aligned with the overall communication policy approved by the Auditor General.

To function effectively as an interacting, interrelated, and interdependent feedback tool for management and staff, MIS must be "useable." The five elements of a useable MIS system are: timeliness, accuracy, consistency, completeness, and relevance. The usefulness of MIS is hindered whenever one or more of these elements is compromised.

Timeliness

To simplify prompt decision making, OAG's MIS should be capable of providing and distributing current information to appropriate users. Information systems should be designed to expedite reporting of information. The system should be able to quickly collect and edit data, summarize results, and be able to communicate information promptly.

Accuracy

A sound system of automated and manual internal controls must exist throughout all information systems processing activities. Information should receive appropriate editing, balancing, and internal checks to avoid communicating inaccurate information.

Consistency

To be reliable, data should be processed and compiled consistently and uniformly. Variations in how data is collected and reported can distort information and trend analysis. In addition, because data collection and reporting processes will change over time, management must establish sound procedures to allow for systems changes. These procedures should be well defined and documented, clearly communicated to appropriate employees, and should include an effective monitoring system.

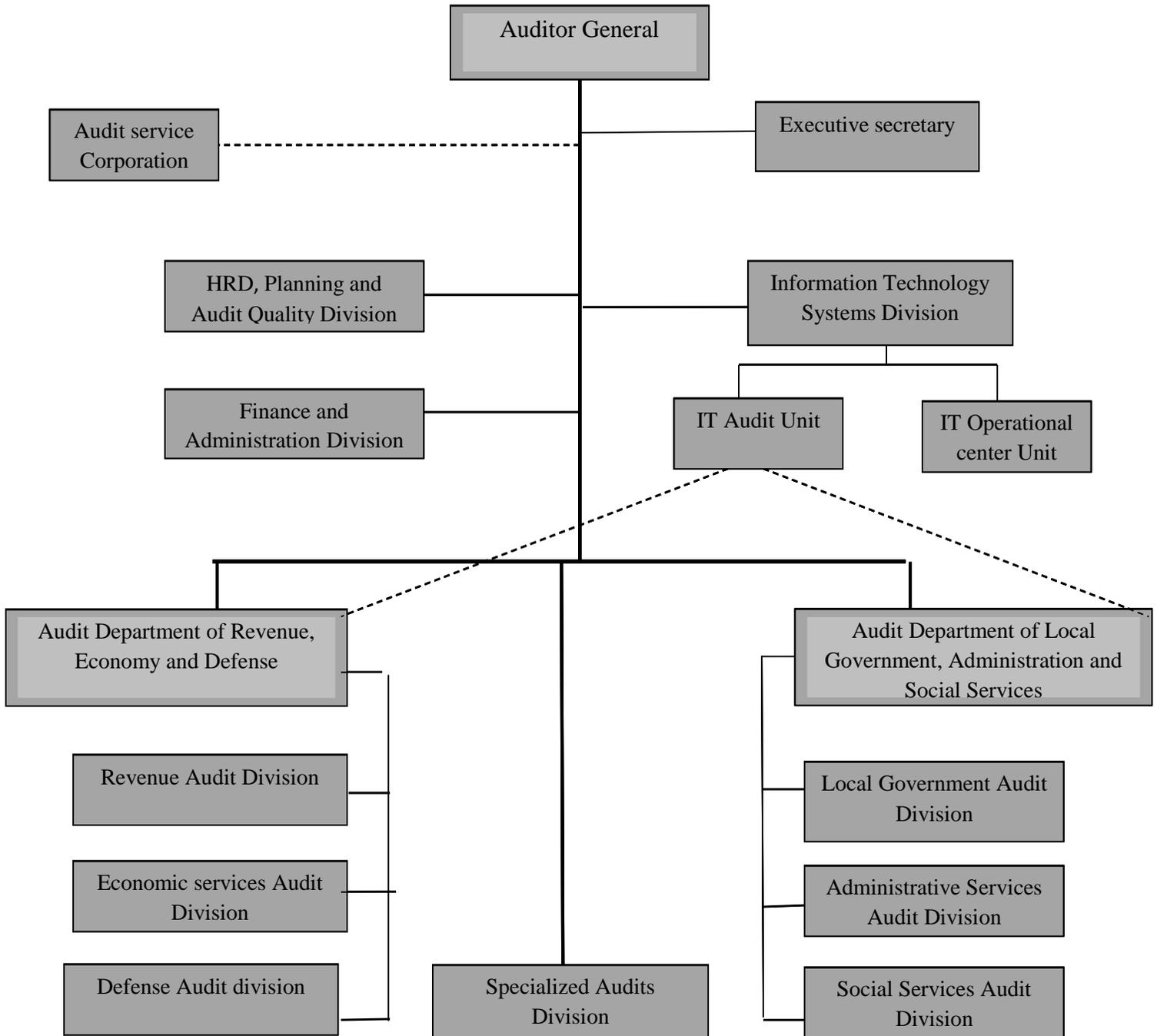
Completeness

Decision makers need complete and pertinent information in a summarized form. Reports should be designed to eliminate clutter and voluminous detail, thereby avoiding "information overload."

Relevance

Information provided to management must be relevant. Information that is inappropriate, unnecessary, or too detailed for effective decision making has no value. MIS must be appropriate to support the management level using it. The relevance and level of detail provided through MIS systems directly correlate to what is needed by the Government, Auditor General, departmental or division managers, etc. in the performance of their job

Organizational Structure



Formal Management Information sharing process

The audit supervision

Supervisors should visit the teams under their supervision at least twice a week for a minimum of two hours in each team. Every supervision should be substantiated by a formal signature of the supervisor and a sign-offs by team leaders.

Likewise, audit directors should visit field offices and discuss with their respective teams at least once a week for two hours, for each team. Their supervision should also be substantiated by a formal signature in the supervision form attached in annex 3 of this document. The supervision form should be prepared in two copies, one copy to be part of the audit working papers of the team and second copy should be retained by the supervisor for their follow up.

The result of their supervision should be briefed to the top management, who are the Directors General and the Auditor General at the monthly briefing session outlined below.

Information Sharing Process

Monthly Information Feed

In accordance to the revised communication policy, all directors will brief the top management on the progress of the planned activities of the preceding month of their respective divisions.

Estimated dates for briefing session

Every month from date 03-06 of the month; or the first day of a week if the dates 03-06 fall in weekends or public holidays. The auditor General will call for a briefing session through a memo to specify the date.

Time for briefing

All directors are expected to brief the top management within 10 or maximum of 15 minutes.

Form of briefing

Unless there is a special topic, division heads are expected to deliver their briefing verbally with a formal short report delivered to their respective Directors General. The briefing should follow the following format:

1. The planned tasks for the preceding month
2. The activities undertaken to address the planned tasks with an estimated coverage quantified in terms of percentage.
3. Reasons for the pending activities on the planned tasks
4. Planned tasks for the current month

The head of HRD should keep the main points of the briefing and deliver it as minutes in a formal report to the Auditor General.

Quarterly report

All team leaders must feed to their respective directors quarterly progress report based on actual man hours used. The report should be substantiated by progress report 3 (PR 3) of OAG's follow-up form. The directors should submit a compiled formal report of their respective divisions for activities carried out in the past three months.

Estimated dates for submitting reports

Reports should be submitted every April, July, and October, from date 03-15 of the month. Reports should be submitted to the Directors General and the corporate staff should submit their report to the Auditor General.

Form of report

All division heads are expected to deliver their report to their respective Directors General. The report should follow the following format:

1. The planned tasks for the preceding quarter clearly aligned with the activities detailed in the annual operational plan addressing the main goals of strategic plan of the OAG.
2. The activities undertaken to address the planned tasks with an estimated coverage quantified in terms of percentage.
3. Reasons for the pending activities on the planned tasks
4. Challenges faced and solutions adapted to address the challenges
5. Lessons learnt
6. Planned tasks for the current quarter

Reports should follow the following page set-up

1. Every wording should be typed in geez word, font 11
2. Cover page shaded with 25% of gray color inside a border line
3. Title of report should be bold, Centered and 20 in font size
4. Left indentation should be 0.25"
5. Spacing between lines should be single
6. Spacing between paragraphs should be double line

Semi Annually and Annual reports

The Semi Annual and Annual reports have the same basic rules as the quarterly report.

Semi Annual reports

All directors should submit formal report of their respective divisions for activities carried out in the past six months. Department heads (Generals Director) should also prepare a compiled and summarized version of the semi-annual report for their respective departments.

Corporate staff should prepare the semiannual report and submit it to the Auditor General with a copy to the HRD division for compilation. The HRD division should compile, and where necessary summarize, the reports of Finance and Administration division, the IS audit division and the HRD division into a single document.

Estimated dates for submitting reports

Reports should be submitted every July no later than date 15 by all divisions. Reports should be submitted to the Directors General and the corporate staff should submit their report to the Auditor General. The Directors General should compile the report of their respective divisions and present it for discussion during the joint management meeting set by the Auditor General.

Form of report

All division heads are expected to deliver their report to their respective Directors General. The report should follow the following format:

1. The planned tasks for the preceding quarter clearly aligned with the activities detailed in the annual operational plan addressing the main goals of strategic plan of the OAG.
2. The activities undertaken to address the planned tasks with an estimated coverage quantified in terms of percentage.
3. Reasons for the pending activities on the planned tasks
4. Challenges faced and solutions adapted to address the challenges
5. Lessons learnt
6. Planned tasks for the coming six months of July 1 to December 31 of the year.

Reports should follow the following page set-up

1. Every wording should be typed in geez word, font 11
2. Cover page shaded with 25% of gray color inside a border line
3. Title of report should be bold, Centered and 20 in font size
4. Left indentation should be 0.25"
5. Spacing between lines should be single
6. Spacing between paragraphs should be double line

Annual Reports

Annual reports of all divisions should be submitted no later than January 30 of the year and should be compiled and communicated before the end of February every year. The format and delivery method including the template for the report is the same with the semi-annual reporting.

All reports (Quarterly, semiannual and annual reports) should include an annex of human resource information following the template attached in annex 2 of this document.

Informal Information sharing process

Besides the formal information sharing, all staff members can also share job related topics directly to the top management after informing their respective supervisors.

Staff related information

For personal matters, staff members are required to present their issue directly to their supervisor and the finance and administration director.

Team leaders should report to their respective supervisors on staff attendance and other personal matters. Through the directors, the Directors General should be informed immediately and for required action, the Directors General should inform the Finance and administration head with a signed memo. Likewise, the Finance and administration head should also inform the Directors General for any employment related matters immediately.

Annexes

Annex 1. Supervision form

Office of the Auditor General
“Insert Name” division
“Insert audit client where the audit team is deployed”

Supervision form

| Date | Time | Matters discussed | Signature of team leader | Signature of supervisor | Remarks |
|-------------|-------------|--------------------------|---------------------------------|--------------------------------|----------------|
| | | | | | |
| | | | | | |
| | | | | | |
| | | | | | |
| | | | | | |

Annex 2: Human resource information

Office of the Auditor General

“Insert Name” division

“Insert audit client where the audit team is deployed”

Team members list

| S/N | Full name | Educational background | Job description | Date of employment in OAG | Date of assignment in the team | Remarks |
|------------|------------------|-------------------------------|------------------------|----------------------------------|---------------------------------------|----------------|
| 1 | Merhawi Teages | 12+4 | Team leader | 12/02/2012 | 12/09/2014 | |
| 2 | Hanna Afwerki | 12+4 | Auditor | 12/12/2013 | 12/09/2014 | |
| | | | | | | |