



Presenter:  
Melanie Richter  
[melanie.richter@astrazeneca.com](mailto:melanie.richter@astrazeneca.com)

# REMOTE AUDITS – AUDITEE PERSPECTIVE

SEPTEMBER 2020

# Learnings

- IT engagement and support is essential
- Assess feasibility
- Security controls and Data Protection
- Determine Cloud platform/portal to use

# Learnings

- Communicate with auditors pre-inspection
- Practice with technology
- Consider additional support
- Pre-audit requests ↑
- Be prepared/flexible

# Best Practices – Virtual Audit Room

- Create separate meetings for opening and closing meetings, virtual audit and daily debrief meetings
- Preferable to have SMEs on site (connectivity and security better)
- For SME WFH, Host to call SME into online meeting
- Ensure SMEs WFH have been remotely prepped prior to joining live virtual audit room

# Best Practices – Virtual Audit Room

- Determine how document requests will be provided by auditors at the start of the audit
- Restrict access to Cloud portal (include an 'expiry' date and select relevant permission access level (previewer/read) for auditors)
- Turn camera off when sharing large files or recordings to prevent system crashing
- Download large files / pdf documents through Google Chrome (faster connection)

# Best Practices – Control Room

- Recommend a virtual waiting room – reviewed documents are stored here ready to be uploaded into the Virtual Audit Room, when required
- Upload all relevant documents electronically before audit

# Best Practices – Control Room

- Ensure audit support team understands the document process flow (eg., who uploads to virtual audit room)
- Standardise naming conventions for documentation requests (eg., provide a brief description of document name/type in addition to auditor request number)

# Best Practices – Virtual Tour / Recordings

- Use of gimbal (device stabiliser) and recording device (iPad/phone)
- Ensure movements are restrained and slow
- Verify Wifi availability / use Wifi extender
- Consider safety/process requirements with using electronic devices



# Best Practices – Video Recordings

- Voiceover strongly recommended as background sound is easy picked up by microphone
- Alternatively, SME can discuss the process live with the auditor whilst presenting video recordings
- Play pre-recorded video through Google Chrome (faster connection)

# Best Practices – Video Recordings

- Restrict video duration time (2 – 3 mins)
- Include title within the video describing the location and process/system as well as date to indicate current process
- Translate recordings into native language for auditor, as required

# Best Practices – Video Recordings

- Depending on cloud platform:
  - download the video onto laptop
  - Play video for ~10secs first and then commence from beginning of video
  - Turn camera off when sharing recordings (extra bandwidth slows video streaming)
  - Include system audio (eg., MS Teams, option above the Desktop screen icon for sharing)