



Internal Controls Review – Provider of Emergency Response Services

Overview

PCC was retained by the Chief Financial Officer and the Controller of a leading provider of personal response services and emergency call systems to assist management in responding to two basic requirements of the Sarbanes-Oxley Act: documenting entity-wide, business process, general IT, and application controls; and evaluating the operating effectiveness of these controls through testing. As a result of this work, PCC prepared recommendations for improvements to internal controls.

Approach & Methodology

- Assisted management in reviewing business processes to identify those to be included in the scope of work for fiscal year 2004 (year one of compliance)
- Developed documentation for the Company's entity-wide controls and gathered supporting documentation to assess the design of the entity-wide controls
- Conducted on-site interviews of key personnel at the Company's Corporate and Canada locations
- In conjunction with management, developed documentation of the business process controls and general IT controls. Deliverables included:
 - ⇒ Detailed flowcharts of control processes
 - ⇒ Risk and control matrices verifying existence of expected controls
 - ⇒ Observation matrices identifying control weaknesses
- Worked with client to address control weaknesses identified during documentation and testing phases, and assisted with remediation efforts
- Conducted anonymous web-based surveys of U.S. and Canadian employees to assess awareness of various entity-wide controls-related issues
- Developed and executed test plans for entity-wide controls, business process cycles, and general IT controls to assess the design and effectiveness of the controls

Benefits

PCC reviewed, documented, and tested controls to meet the goals, objectives, and time constraints of the clients' Sarbanes-Oxley compliance program for year one and year two.