



### Key Reasons QAO Selected eTrack

- Contained far more of the features that QAO required than any competitive product.
- Ability and willingness to customise.
- Recommended by the NSW Audit Office.
- Complete integration between resource planning, actual time recording and billing.

### Key Benefits for QAO

- Reduces scheduling time and provides shared real time information.
- Improves cash flows by reducing WIP (work in progress) backlogs by up to 30%.
- Assists in increasing staff productivity.
- Provides a benchmarking platform to help QAO improve performance in delivering services to internal and external stakeholders.

## Queensland Audit Office streamlines operations with eTrack Practice Management System

**The Queensland Audit Office (QAO)** conducts over 700 audits annually across more than 300 of Queensland’s public sector entities and provides an assessment of financial and performance management activities to Queensland’s Parliament. Each year’s audit is set up as a project, scheduled, resourced and delivered in a standardised manner. To do this they have adopted eTrack, the Australian-developed practice management system, to help them manage the resources which deliver the specialised audit services as mandated by the Auditor-General Act 2009 and Financial Accountability Act 2009.

“With so many audits every year we need to be able to see, at a glance, the status of each and every audit – current, planned and completed,” says David Mills, General Manager, Audit Support at the Queensland Audit Office (QAO). “Moreover, we need to ensure that each audit is allocated to the most appropriate QAO team or contractor. Before we implemented eTrack, the distribution of work to staff was managed

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*David Mills, General Manager, Audit Support, Queensland Audit Office.*

Resource	Se27	Oc04	Oc11	Oc18	Oc25	No01	No08	No15	No22	No29	De06	De13
Jacky Pullin (AO3)												
Sarah Pywell (AO6)			22	22	8	33	31	38	11	31	31	1
Fred France (AO6)		25	32	44.25	53.75	37	31	63	64	3	6	6
Michael Kirby (AO6)		32.75	28.25	33.5		27	27	27	27	27	27	27
Calendar (Financial Statements) 2011-7811-BUREAU Shared Service Agency (Bureau) (8920 Public Works) 2010-0510 Q Fleet (2010-2900 Department of Environment and Resource Management) Planning		32.75	28.25	33.5		27	27	27	27	27	27	27
Jock Stone (AO7)												

Name	Total(\$)	Util(%)	ETC	Se27	Oc04	Oc11	Oc18	Oc25	No01	No08	No15	No22	No29	De06	De13
2010-8905 Interail Australia Pty Ltd	\$457		2.75					2.75							
2010-8906 QR - Below Rail Services As Prov	\$76,376		588.75					440.5	134.75	13.5					
2011-8820 Queensland Rail Limited	\$563,331		4358.25	107	26	120	122	149.5	120	136	61	60	46		
2011-8820-IS Queensland Rail Limited	\$85,483		449.5												
Planning	\$116,735		915	107	26	120	122	120	120	131	61	60	46		
Rev - TSC	\$1,175		25					6	6	1		12			
Jenny Kemp (1st Yr Graduate)	\$1,175	100%	25					6	6	1		12			
Rev - Train Faires	\$3,780		35					10	15	10					
Jacky Pullin (AO4)	\$3,780	100%	35					10	15	10					
Rev - Regional Freight	\$4,320		40					5	10	25					
Client meetings	\$6,726		40	15				5	5	3	2		10		
Jenny Kemp (1st Yr Graduate)	\$1,175	100%	25					6	6	1		12			
Rev - Train Faires	\$3,780		35					10	15	10					
Jacky Pullin (AO4)	\$3,780	100%	35					10	15	10					
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QAO uses eTrack to schedule almost 800 audits across around 200 staff.

within each team, limiting QAO’s ability to better utilise staff from other teams. Now we take an enterprise-wide perspective using eTrack functionality to allocate a staff member to jobs ‘owned’ by several teams. In addition, we have been able to streamline our timesheet procedures so that our billing is more accurate and timely. In fact, we have reduced our ‘work in progress’ (WIP) billing by some 30% which has, of course, had a quite positive impact on our day-to-day cash flows. And, more importantly, we can do all of this from a single, organisational-wide interface.”



## Selecting eTrack

QAO has been using eTrack since going live in early 2008. "Our old system was nearing the end of its life," explains David Mills, "and it was no longer supported in Australia. Plus we were faced with more complex scheduling needs that required a more flexible and easy-to-use approach. We made the decision to replace our systems with a more comprehensive solution."

QAO went through a detailed tender process before selecting the eTrack Practice Management System. "The fact that eTrack was recommended by the New South Wales Audit Office was critical in the selection process," notes David Mills. "Plus eTrack had many more of the features that we required than the other competing products. The capacity for customisation of the system to meet our specific needs was very persuasive."

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*David Mills, General Manager, Audit Support, Queensland Audit Office.*

## Implementation

The implementation process entailed a number of stages. The team from eTrack facilitated workshops to more fully understand the specialised requirements of QAO in order to optimise eTrack for QAO's business processes. In addition, eTrack provided full training for the system administrators and 'trained the trainers' so that QAO could manage their training programme in-house.

"Two of the more complex tasks were to migrate years of QAO's past audit data from the old system and to interface with their finance, HR and IPSAM Records Management system," says John Warner, General Manager of eTrack. "As we started to critically examine the data we found inaccuracies and gaps that might have otherwise gone unnoticed. This alerted us to areas in which QAO could improve their data capture methodologies and reduce errors. We also provided user and system documentation customised specifically for QAO's operations."

## Transactional processing

One of the key new features of eTrack is that it is fully transactional-based, meaning that

every change that impacts the financials is recorded," says Tony Pitt of pIT Solutions, an information systems consultant under contract to QAO. "This is an important feature of high-end financial solutions that eTrack has developed at our request. We worked closely with John and his team to add this important capability and now transaction-based practice management is a fully-functioning feature of eTrack."

## Benefits

The key benefit for QAO is that they can manage their over 700 audits each year faster, more efficiently and with more transparency. "We've been able to increase our productivity while keeping our human resources stable," explains David Mills. "The government sector in Queensland is a dynamic environment and, as a result, our workload changes within months due to additional work in key jobs and in the longer term, with government abolishing entities. But with eTrack, we have been able to increase our productivity and continually adjust the match of people to jobs."

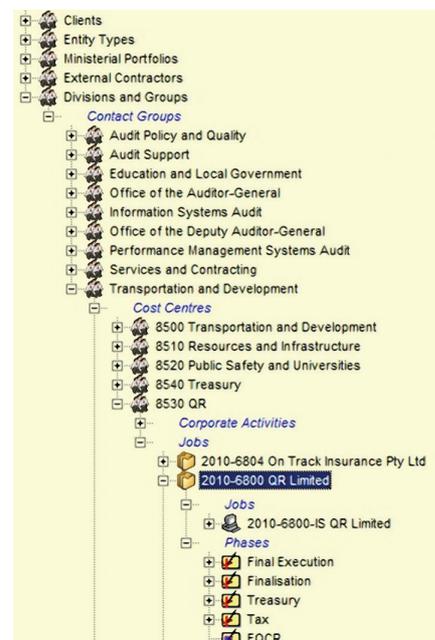
Customisation has enabled eTrack to be optimised for Audit Offices, many of the time-consuming tasks that David Mills and his team had to do manually are now automated. "We can prepare reports much faster than before and when we perform our own internal performance audits we have all of the data at our fingertips," continues David Mills. "In fact, now that we have higher visibility into our own internal metrics we'll be able to more closely monitor our own performance to optimise productivity."

QAO is extremely pleased with eTrack's capabilities. "eTrack is a mature solution and a critical component of the way we manage the organisation," concludes David Mills. "With eTrack we have been able to facilitate every-day activities like reporting and scheduling, increase the accuracy of our billing and maximise staff efficiency. One of our key objectives is to ensure that QAO's business is effective, efficient and sustainable by building quality systems and procedures and measuring and reporting of business and audit performance. This is particularly challenging for QAO where the seasonality of audit work is exaggerated by government wanting the sign-off of financial statements by 31 August. eTrack is absolutely essential in the delivery of these services to meet this overriding goal."

## About eTrack

eTrack Products Pty Ltd is a private Australian company founded in February 1999 that 100% owns, develops and supports eTrack. Many diverse industries use eTrack, including Audit Offices, IT companies, banks and insurance companies, building professionals such as architects and engineers, consulting firms and universities.

eTrack's practice management application is used by New South Wales, Queensland, Western Australia (Australian States) and Papua New Guinean Audit Offices to track audits, time, money, resources and quality across the whole office. It is believed to be unique as the only fully transactional-based (no deletions) system to be combined with world-class scheduling and resource management.



eTrack's multi-dimensional tree allows easy navigation of QAO's information.