**Internal Audit**

**Onboarding Checklist**

Welcome to CVS Health and Internal Audit. We are pleased to have you join the team. This checklist is designed to assist you, particularly as you navigate through the first 30 days.

|  |
| --- |
| Name: |
| Start Date: |
| Manager: |
| Manager phone number(s): |
| Employee ID: |
| User/Network ID: |

**Note: Managers are responsible for updating this general onboarding checklist with additional team-specific tasks**

***Administrative Items***

* I-9 Verification, typically performed by either your Hiring Manager or HR
* Review how to update your [Contact Information](https://heartbeat.cvshealth.com/sites/our-company/enterprise-featured-stories/news/429337/don-t-miss-a-cvsalert-update-your-contact-information)
* Meet with your assigned onboarding Mentor. Your onboarding Mentor is typically a colleague on your respective IA Team who will provide guidance throughout training and onboarding activities, and can answer questions that come up regarding day-to-day responsibilities.
* [Onboarding Walkthrough](https://aetnao365.sharepoint.com/sites/InternalAuditCollaborationCorner/Shared%20Documents/Training%20Resources/Training%20Binder/Onboarding%20and%20Curriculums/Recorded%20Onboarding%20Trainings/6.2.2020%20Onboarding%20Walkthrough.mp4) (recording only 1 hour) – a high level walkthrough of key components of the onboarding checklist, including:
* Core working hours/summer hours
* Where to find Trainings (e.g. Curriculums/Gartner, IA Methodology, Training Manual and HR/Compliance trainings)
* Microsoft Applications: Outlook, Teams, OneNote
* Remote working resources:
  + [Corona Virus Resource Center](https://heartbeat.cvshealth.com/sites/our-company/businesses/aetna-health-care-benefits/aetna-international/SitePageModern/463898/covid-19-resource-page)
  + [Working Remotely Toolkit](https://heartbeat.cvshealth.com/sites/our-company/enterprise-featured-stories/news/429515/toolkit-and-webinars-to-adapt-to-working-remote)
  + [Collaboration Tools](https://heartbeat.cvshealth.com/sites/our-company/our-culture/SitePageModern/597867/best-practices-for-collaboration)
* Complete [Corporate Onboarding Checklist](http://welcomenewhire.connectthedotsconsulting.com/login.aspx?cid=CVS)
* Ensure facility badge works, if applicable
  + Discuss required access based on your location and role with your Hiring Manager
* Take tour / Introductions, if applicable
  + Emergency exits, first aid, restrooms, break room, copier/fax, cafeteria, ATM, conference rooms, parking
  + [CVS Cafeteria Menu](http://eurestcafes.compass-usa.com/CVSRI/Pages/Menu.aspx?lid=b1) (select applicable location)
  + See floor plans:



* Discuss working hours with your Manager
* Discuss work from home policy (if applicable) with your Manager
* Ensure you have been added to the ~All Staff and Location distribution lists (e-mail [Luz Oquendo](mailto:OquendoL@aetna.com) letting her know you’ve started)
* Contact the Audit Maven for your respective Team or Office to gain access to AuditBoard
  + [Shannon Brown](mailto:%3cShannon.Brown2@CVSHealth.com) (RI)
  + [Jing Zhang](mailto:Jing.Zhang@CVSHealth.com) (RI)
  + [Taylor Burkhart](mailto:BurkhartT1@cvshealth.com) (CT)
  + [Konrad Wisniewski](mailto:WisniewskiK@aetna.com) (CT)
  + [Pamela Kosmyna](mailto:Pamela.Kosmyna@CVSHealth.com) (IL)
  + [Victoria Kempton](mailto:KemptonV@aetna.com) (AZ)
* Review Cisco AnyConnect
  + VPN – need to obtain token/phone app in order to work from home remotely
  + Instructions provided with laptop
* Review the most up to date Org Chart: [ORG CHART](http://paz1orgapw1v.corp.cvscaremark.com/HTML5OrgCharts/Chart/LoadChart/pcsHTML5-v3)
* Review holiday schedule:



* Review dress code:



* Review telephone and voicemail instructions
  + Legacy Aetna: Refer to email received from Luz Oquendo regarding phone and voicemail setup
  + CVS: Dial “**9**” for outside line / Refer to voicemail instructions (for Avaya phones) below:



* Set up printer(s), if applicable in your office location
* Review Outlook / Calendar / Add Meeting Rooms to Calendar / Resource Scheduler (Aetna)
* Add signature block to emails using the CVS [signature generator](https://cvsstyleguide.com/cvshealth_signature)
* Set up [WebEx](https://cvs.webex.com/webappng/sites/cvs/dashboard) and take training
  + For web meetings and conference calls
  + Windows log-in and password
  + See instructions / training below:



* Review Fiscal Reporting Calendar:



* Discuss 1:1 schedules and related template with your Manager
* Review Cost Center
  + Retail: 99248
  + MedD: 974543
  + PBM: 974542
  + Aetna: 80606
* Discuss potential conflicts of interest with Manager
  + [Conflicts of Interest](https://heartbeat.cvshealth.com/news/600786/your-responsibility-to-report-conflicts-of-interest)
* In the event of questionable weather, contact the CVS Weather Line
  + RI: 401-770-4999
  + CT: 1-800-238-6257
  + IL: Be on the lookout for email notifications in the event of inclement weather
* Read the most recent [10-K](https://investors.cvshealth.com/investors/default.aspx) to gain an understanding of the various business areas and current status of the Company
* Request a [Corporate Card](https://heartbeat.cvshealth.com/sites/our-company/our-organization/finance/enterprise-procurement/travel-with-purpose/corporate-card/SitePageModern/428260/corporate-card) (if applicable) and review the relevant Travel and Expense Policies and Procedures (sign-in via the P&P Portal may be required)
  + [CVS Health Corporate Travel Card Policy](https://policy.corp.cvscaremark.com/pnp/faces/DocRenderer?documentId=CTRL-0001)
  + [CVS Health Travel and Expense Reporting Policy](https://policy.corp.cvscaremark.com/pnp/faces/DocRenderer?documentId=CTRL-0002)
* Complete the [Onboarding Survey](https://forms.microsoft.com/Pages/ResponsePage.aspx?id=uGG7-v46dU65NKR_eCuM1-6clGnPzfVIsPToSj6KQrhUNVJTU1NaQ0lBTkxCV1ZBNUhNWlVRVDI3MS4u) after your first 45 days with the Internal Audit Team to provide feedback on the Onboarding process
* Review resources and learn more commonly used Microsoft platforms
  + [Microsoft Teams](https://www.microsoft.com/en-us/microsoft-365/microsoft-teams/group-chat-software)
  + [Microsoft Outlook](https://support.microsoft.com/en-us/office/ebook-outlook-2016-tips-tricks-bed29d37-c6c2-4008-b58a-ce058cc49a43)
* Reference/upload tickmarks



***Engagement***

* Review Company-wide [Colleague Resource Groups](https://cvshealth.com/about/diversity/making-connections-through-colleague-resource-groups)
* Review IA Engagement Committees:
  + **Engagement Committee:** Responsible for driving positive engagement within Internal Audit (IA), across all teams and locations, including administration and oversight of the Departmental engagement survey.
    - Advisor: [Briana Macedonio](mailto:Briana.Macedonio@CVSHealth.com)
    - Leads: [Deborah Wint](mailto:WintD@aetna.com)
  + **Social Committee:** Responsible for managing the idea generation, scheduling, coordination, and approval of department and location specific social, networking, and volunteer events.
    - Advisor: [Tobiasz Barnas](mailto:Tobiasz.Barnas@CVSHealth.com)
    - Leads: [Christie Viltrakis](mailto:ViltrakisC@aetna.com) / [Kevin Erickson](mailto:Kevin.Erickson@CVSHealth.com) / [Max Sharp](mailto:Joseph.Sharp@CVSHealth.com) / [Brenda Johnson](mailto:JohnsonB2@aetna.com)
  + **Training Committee:** Responsible for driving training and development opportunities within the Department, including the scheduling and coordination of department-wide training programs, guidance provided in the onboarding of new colleagues and maintenance of the Training Manual.
    - Advisors: [Sarah Janson](mailto:Sarah.Janson@CVSHealth.com) / [Vanessa Baldwin](mailto:Vanessa.Baldwin@CVSHealth.com)
    - Leads: [Marc Squizzero](mailto:Marc.Squizzero@CVSHealth.com)
  + **Communications Committee:** Responsible for developing and coordinating department-wide communications and facilitating consistency of information between each location. The Committee is also responsible for managing the coordination of the quarterly Department Town Hall.
    - Advisor: [Nate Pickett](mailto:PickettN@aetna.com)
    - Leads: [Evan O’Halloran](mailto:Evan.OHalloran@CVSHealth.com) / [Mohammad Danish](mailto:Mohammad.Danish@CVSHealth.com) / [Tina Sousa](mailto:SousaT@aetna.com) / [Marcus Garaf Bulow von Dennewitz](mailto:Marcus.BulowVonDennewitz@CVSHealth.com)

***Team Overviews***

[IA Segment Overview](https://teams.microsoft.com/_#/files/Training%20Resources?threadId=19%3Ab13020457017453cb12c815ca11ca42e%40thread.tacv2&ctx=channel&context=IA%2520Segment%2520Overviews&rootfolder=%252Fsites%252FInternalAuditCollaborationCorner%252FShared%2520Documents%252FTraining%2520Resources%252FT) (recording and materials) – Two part session providing a brief overview of each of the IA segments listed below. Estimate 2 hours to cover content within Part I & Part II videos.

* **PBM** — The PBM (Pharmacy Benefit Management)/Specialty Internal Audit (IA) team focuses on performing Compliance and Operational audits with in the PBM sector of the business.  Some of the operational audits IA team performs are Formulary UM Setup and Maintenance, RxClaim Audits, and Specialty Pricing Audits.  Some of the PBM Areas IA is responsible for are Client Services, Member Services, PBM Finance, Specialty Finance and etc. The team is responsible for evaluating effectiveness of internal controls, identifying control gaps, evaluating and recommending operational and process improvements and evaluating accuracy of financial information to ensure compliance with applicable company policies, and Federal and State regulations.  Overall the PBM team is responsible for making sure there are controls in place and working effectively and information generated within the PBM segment is accurate.
* **Retail** — The Retail/Long-Term Care (LTC) Internal Audit (IA) team provides assurance over operational, financial, compliance and regulatory risk for two of the four reportable segments within the Company: Retail/LTC, which includes CVS pharmacy and Omnicare and Corporate / Other. The Retail/LTC segment sells prescription drugs and a wide assortment of general merchandise, including over-the-counter drugs, beauty products, cosmetics and personal care products, provides health care services through its MinuteClinic walk-in medical clinics and conducts (“LTC”) pharmacy operations, which distribute prescription drugs and provide related pharmacy consulting and other ancillary services to chronic care facilities and other care settings. The Retail/LTC IA Team provides assurance over the operation of approximately 9,900 retail locations, approximately 1,100 MinuteClinic locations as well as online retail pharmacy websites, LTC pharmacies and onsite pharmacies. Audits related to the Corporate / Other segment consist of management and administrative expenses to support the overall operations of the Company, which include certain aspects of executive management and the corporate relations, legal, compliance, human resources, information technology and finance departments and acquisition-related transaction and integration costs.
* Additional document to review for **PBM** and **Retail**: [The 2021 Economic Report on U.S. Pharmacies and Pharmacy Benefit Managers](https://teams.microsoft.com/l/file/83106C22-B3A8-4289-8F5F-ADFE51BB58C9?tenantId=fabb61b8-3afe-4e75-b934-a47f782b8cd7&fileType=pdf&objectUrl=https%3A%2F%2Faetnao365.sharepoint.com%2Fsites%2FInternalAuditCollaborationCorner%2FShared%20Documents%2FTraining%20Resources%2FTraining%20Binder%2FOnboarding%20and%20Curriculums%2FNew%20Hire%20Onboarding%20Checklist%2FThe%202021%20Economic%20Report%20on%20U.S.%20Pharmacies%20and%20Pharmacy%20Benefit%20Managers%20-%20Drug%20Channels.pdf&baseUrl=https%3A%2F%2Faetnao365.sharepoint.com%2Fsites%2FInternalAuditCollaborationCorner&serviceName=teams&threadId=19:b13020457017453cb12c815ca11ca42e@thread.tacv2&groupId=a8c54f0c-1a2f-48fd-8fb6-644e72e34687)
* **Commercial, Medicaid, and Specialty** — The Commercial Portfolio has responsibility for Service Operations which is focused on delivering consistent, high-quality and low-cost solutions for our Commercial, Medicaid and Specialty business partners (i.e. Short-term & Long Term Disability, Dental, Vision, Behavioral Health/Employee Assistance Student Health, Third Party Administrators, Voluntary Insurance and PayFlex). This is attained through Business Strategy and Execution and also by leveraging Markets, Network Strategy and Provider Experience to constantly improve our service in order to meet the needs of our customers.
* **IT Audit** — The IT Audit Team examines and evaluates information technology infrastructure, policies and operations for the combined CVS Health enterprise. Our objective is help the organization identify information assets and determine whether controls exist to mitigate these risks. Audits consist of defining IT controls over protecting corporate assets, including data encryption and data integrity. IT auditors will also partner with our Retail and PBM colleagues to collaborate on integrated audit projects that consider the relationship between information technology, financial and operational controls in establishing an effective and efficient control environment. Through the use of the NIST Framework, IT auditors understand the cybersecurity risks throughout the enterprise with a focus on root cause analysis to reduce the overall exposure.
* **Direct Assist** — The Direct Assist Team partners with the external auditors (Ernst & Young) in the execution of the financial statement audits by performing the following: audit planning, executing testing procedures, preparing work papers in adherence with methodology, researching potential audit issues, communicating audit results, and identifying opportunities to enhance the process by utilizing the data analytics tool (Alteryx). Throughout the entire process the team’s goal is to work closely with our business partners and the external auditors to reduce costs per hour through a labor arbitrage and to reduce the total hours required for the audits. Some of the key areas the DA Team tests on an annual basis include Expenses (e.g. Claims), Revenue (e.g. Premiums), Reserves (e.g. Legal Claim Bucket and Payments), as well as investments (Private Equities and Affordable Housing). For 2019, we have expanded our projects within the legacy CVS space as well, including the Retail/Corporate side and Long-Term Care. While the DA Team projects are usually repeated year-after-year, we are continuously seeking to expand our footprint and the projects we take on.
* **SCA** — The SOX and Controls Assurance (SCA) team focuses on performing enterprise testing to evaluate, enhance, and strengthen the Company’s control structure for financial compliance requirements. The team focuses on guiding the methodology, scope, support, and reporting for Management and external auditors to rely upon for Sarbanes Oxley 302, 414, SSAE18 client reporting, and Model Audit Rule 205 (MAR).
* **Clinical and Product Innovation** — This organization is looking to drive growth for the enterprise by creating differentiated and meaningful value for consumers, patients, members, and for the enterprise. The organization is focused on seven key areas that have opportunity to be differentiating and create meaningful value to our customers and for CVS Health, including Chronic disease care optimization programs that reduce medical cost, Commercialization of certain high cost, Risk carve-outs in select categories, Comprehensive care management services, New business-to-business revenue streams, New customer facing products, Services to optimize government programs, and Analytical products. The Transformation portfolio under Jonathan Mayhew seeks to design and implement the innovative services, programs, and platforms that will enable CVS Health to achieve its objective of changing the way health care is delivered in the US. Such initiatives include the design of the Health Hubs, home hemodialysis, alternative care delivery programs like Aetna Community Care, and new digital solutions like Attain and the Aetna Health App.
* **Government** **Services** — The Government Services organization is inclusive of services for both Medicare and Medicaid Health Plans. Medicare Advantage, offered by private insurers, is known as Medicare Part C in the industry and must provide all Part A and Part B benefits, as well as potential value-adds. The Medicare Team is accountable for the growth and protection of CVS Health’s Medicare business, including member enrollment, medical cost management, customer satisfaction, and compliance with Centers for Medicare and Medicaid Services (CMS) regulatory requirements. Medicaid is a federally and state-funded program that provides medical assistance for individuals and families with limited income and resources, currently we have low-income members across 14 states. Four states are also Dual Eligible plans. The CVS Health Medicaid support teams are currently located in Phoenix, AZ office with support staff in each state that serves members. Regulations include oversight by CMS and state-specific contractual requirements. The Government portfolio under Navin Chatlani seeks to drive operational excellence through continuous improvement that will enable CVS Health to achieve its objective of complying with existing regulations as well as prepare for potential future regulatory actions within Medicare & Medicare as well as other areas.
* **Analytics Team** — The Analytics Team is responsible for the adoption of data, analytics and technology as part of all the audit work performed in the department.  The team is organized by expertise that includes data management, data science, operation, robotics and automation.  The Analytics Team partners with the various audit teams with any type of support which typically includes deployment of technology, analytics brainstorming or working side by side on a complex project.  Analytics Team also leads the Continuous Auditing Program for critical financial, operational and compliance areas of the company. Team is located in Hartford and India. Capabilities include extensive use of analytics, deployment of robotics during the audit, and data science techniques.  The Analytics Team is also involve in other strategic projects such as fraud investigations, legal support and enterprise initiative.
* **Lease Audit Team -** The Lease Audit Team is responsible for audit programs that control and reduce corporate occupancy expenses relating to the CVS retail locations. This team is responsible for recovering over $10M annually in P&L savings and is responsible for the identification, negotiation, settlement and collection of overpayments uncovered during occupancy audits of CVS store Leases. The team collaborates with CVS internal partners to resolve audit claims (Real Estate, Legal, Lease Accounting and Property Administration) while maintaining appropriate business relationships with retail landlords.

***Onboarding Training***

* **Curriculums:** Work with your Manager to identify the appropriate [training curriculum(s)](https://teams.microsoft.com/_#/files/Training%20Resources?threadId=19%3Ab13020457017453cb12c815ca11ca42e%40thread.tacv2&ctx=channel&context=Onboarding%2520and%2520Curriculum&rootfolder=%252Fsites%252FInternalAuditCollaborationCorner%252FShared%2520Documents%252FTraining%2520Resources%) to complete based on your role.
* **Internal Audit Methodology:** Review the [Internal Audit Methodology](https://cvshealth.auditboardapp.com/download?file_id=2130&name=CVS%20Internal%20Audit%20Methodology.pdf) for standards surrounding the execution of core audits, and view the recorded sessions for further guidance:
  + Three part session providing an overview of the five phases of an audit
    - [Control Analysis Phase](https://aetnao365.sharepoint.com/sites/InternalAuditCollaborationCorner/Shared%20Documents/Training%20Resources/Training%20Binder/Onboarding%20and%20Curriculums/Recorded%20Onboarding%20Trainings/IA%20Methodology/1%20-%20Intro%20to%20IA%20Methodology%20-%20Control%20Analysis%20-%202%20hrs.mp4)
    - [Fieldwork & Testing Phase](https://aetnao365.sharepoint.com/sites/InternalAuditCollaborationCorner/Shared%20Documents/Training%20Resources/Training%20Binder/Onboarding%20and%20Curriculums/Recorded%20Onboarding%20Trainings/IA%20Methodology/2%20-%20Intro%20to%20IA%20Methodology%20-%20Fieldwork%20&%20Testing%20-%202%20hrs.mp4)
    - [Reporting & Post Issuance Phases](https://aetnao365.sharepoint.com/sites/InternalAuditCollaborationCorner/Shared%20Documents/Training%20Resources/Training%20Binder/Onboarding%20and%20Curriculums/Recorded%20Onboarding%20Trainings/IA%20Methodology/3%20-%20Intro%20to%20IA%20Methodology%20-%20Reporting%20&%20Post%20Issuance%20-%201%20hr.mp4)
* **Internal Audit Training Manual:** Review the [Training Manual](https://teams.microsoft.com/l/file/5628378E-CC62-4C5F-A9DA-EBE35964D81F?tenantId=fabb61b8-3afe-4e75-b934-a47f782b8cd7&fileType=pdf&objectUrl=https%3A%2F%2Faetnao365.sharepoint.com%2Fsites%2FInternalAuditCollaborationCorner%2FShared%20Documents%2FTraining%20Resources%2FTraining%20Binder%2FAudit%20Training%20Manual.pdf&baseUrl=https%3A%2F%2Faetnao365.sharepoint.com%2Fsites%2FInternalAuditCollaborationCorner&serviceName=teams&threadId=19:b13020457017453cb12c815ca11ca42e@thread.tacv2&groupId=a8c54f0c-1a2f-48fd-8fb6-644e72e34687) for additional guidance on application of the Internal Audit Methodology, as well as guidance around meeting conduct and administrative responsibilities, such as setting up meetings in Outlook.
* **AuditBoard New User Training:**Review the respective [AuditBoard training sessions](https://teams.microsoft.com/_#/files/Training%20Resources?threadId=19%3Ab13020457017453cb12c815ca11ca42e%40thread.tacv2&ctx=channel&context=AuditBoard%2520New%2520User%2520Training&rootfolder=%252Fsites%252FInternalAuditCollaborationCorner%252FShared%2520Documents%252FTraining%2520Resources%252FTraining%2520Binder%252FOnboarding%2520and%2520Curriculums%252FRecorded%2520Onboarding%2520Trainings%252FAuditBoard%2520New%2520User%2520Training) for guidance on navigating the IA Audit Management System

***Commonly Used Resources***

|  |  |  |
| --- | --- | --- |
| ***Description*** | ***CVS Network Colleagues*** | ***Aetna Network Colleagues*** |
| Intranet Site  Access essential links and review all Company Apps | [Heartbeat](https://heartbeat.cvshealth.com/?channelId=1302) | [Heartbeat](https://heartbeat.cvshealth.com/?channelId=1302) |
| Summarizes all HR activity (pay, benefits, PTO) | [MyHR](https://myapps.microsoft.com/signin/AzureSiteminderCVS-Prod-SSO/6ada3b99-3e26-4844-898a-3ece9d8d636c?tenantId=fabb61b8-3afe-4e75-b934-a47f782b8cd7&RelayState=https://federatione.cvshealth.com/affwebservices/public/saml2sso?SPID=saml.alight.com%2Fsp%26RelayState%3Dhttps%3A%2F%2Fsso.alight.com%2Fportal) | [MyHR](https://myapps.microsoft.com/signin/AzureSiteminderCVS-Prod-SSO/6ada3b99-3e26-4844-898a-3ece9d8d636c?tenantId=fabb61b8-3afe-4e75-b934-a47f782b8cd7&RelayState=https://federatione.cvshealth.com/affwebservices/public/saml2sso?SPID=saml.alight.com%2Fsp%26RelayState%3Dhttps%3A%2F%2Fsso.alight.com%2Fportal) |
| Required Company trainings | [LearningHub](https://aetnao365.sharepoint.com/sites/InternalAuditCollaborationCorner/Shared%20Documents/Training%20Resources/Training%20Binder/Onboarding%20and%20Curriculums/New%20Hire%20Onboarding%20Checklist/1.%20New%20Hire%20Onboarding%20Checklist.docx)  **\*** May take ~3-5 business days to obtain access | [LearningHub](https://aetnao365.sharepoint.com/sites/InternalAuditCollaborationCorner/Shared%20Documents/Training%20Resources/Training%20Binder/Onboarding%20and%20Curriculums/New%20Hire%20Onboarding%20Checklist/1.%20New%20Hire%20Onboarding%20Checklist.docx)  **\*** May take ~3-5 business days to obtain access |
| Policy and Procedure Portal Depository for enterprise P&Ps | [Policy Procedure Portal](https://policy.corp.cvscaremark.com/pnp/faces/home.xhtml)  [Aetna Security Policies](https://grc.aetna.com/apps/ArcherApp/Home.aspx) | |
| Performance Management Individual Development Plans, Goals, Performance Reviews, etc. | [mySuccess](https://federatione.cvshealth.com/affwebservices/public/saml2sso?SPID=www.successfactors.com) | |
| Self-service IT solutions and technical support | [IT Service Center](https://heartbeat.cvshealth.com/sites/services-support/SitePageModern/386350/contact-it-support-for-help) | [ITNow](https://aetnaprod1.service-now.com/sp_home/) |
| Travel & Expense Reporting | [Concur](https://federatione.cvshealth.com/affwebservices/public/saml2sso?SPID=p0089280mxzg) | |
| SharePoint  Misc. Department document repository | [Internal Audit Sharepoint - Home](https://aetnao365.sharepoint.com/sites/IAUDIT_CVS/default.aspx)  \*Must edit settings to receive department-wide announcements | |
| AuditBoard  Audit Management system | [Auditboard](https://cvshealth.auditboardapp.com/login?redirect=%2Fsh%2Fopsaudits%2Fworkflow%2F80%2Ftree) | |
| Training Resources Binder  Training resources, including curriculums, Training Manual and other training & development opportunities | [Training Resources Binder](https://teams.microsoft.com/_#/files/Training%20Resources?threadId=19%3Ab13020457017453cb12c815ca11ca42e%40thread.tacv2&ctx=channel&context=Training%2520Binder&rootfolder=%252Fsites%252FInternalAuditCollaborationCorner%252FShared%2520Documents%252FTraining%2520Resources%252FTraining%2) | |
| Internal Audit Collaboration Corner  IA announcements and posts within Microsoft Teams | [IA Collaboration Corner](https://teams.microsoft.com/l/channel/19%3ae465cc195ddd49c2b8d72ebfba3e7432%40thread.tacv2/General?groupId=a8c54f0c-1a2f-48fd-8fb6-644e72e34687&tenantId=fabb61b8-3afe-4e75-b934-a47f782b8cd7) | |
| Gartner – Audit Leadership  A global research and advisory firm providing continuing education resources and tools for Internal Audit | [Gartner](https://www.gartner.com/home/feed) | |
| HR Hotline  Questions regarding PTO, pay, LOA, benefits, etc. | (888)694-7287 | (800)238-6247 |