

Learning Objectives

By attending this session, attendees will:

- Explore Nationwide's journey to auditing with agility.
- Understand the benefits of an agile audit
- Learn how to strengthen their relationship with their auditors, work together with them for a common, value-focused goal, and have fun doing so.



Nationwide is a Top Financial Services Company

#1
in 457 retirement plans



2nd
largest writer of
corporate life insurance



8th
largest life
insurer



9th
largest writer of
variable annuities



#1
writer of pet insurance



4th
largest U.S.
domiciled excess
and surplus insurer

E&S

8th
largest homeowners
insurer



9th
largest provider of
defined contribution
retirement plans



#1
writer of farms
and ranches



8th
largest auto
insurer



9th
largest commercial
insurer



28,000+
Nationwide Associates
working across the United
States



Nationwide is a Great Place to Work



#25 on FORTUNE “100 Best Companies to Work For”



#44 on FORTUNE “Best Workplace for Millennials”



#50 on FORTUNE “100 Best Workplaces for Diversity”



PEOPLE’S Companies that Care

Nationwide is Proud to be More than a Business



\$394 million

contributed by the Nationwide Foundation since 2000 to nonprofit organizations across the U.S.



\$130 million in grants

from the Nationwide Foundation to Nationwide Children's Hospital since 2006

Over 265,000 units of blood

donated to the American Red Cross and local blood banks by Nationwide associates since 2000



134,000+ volunteer hours

from Nationwide associates in 2019



Over \$7 million

in associate, agent and retiree pledges through the United Way campaign in 2020 and over \$200 million since 2000



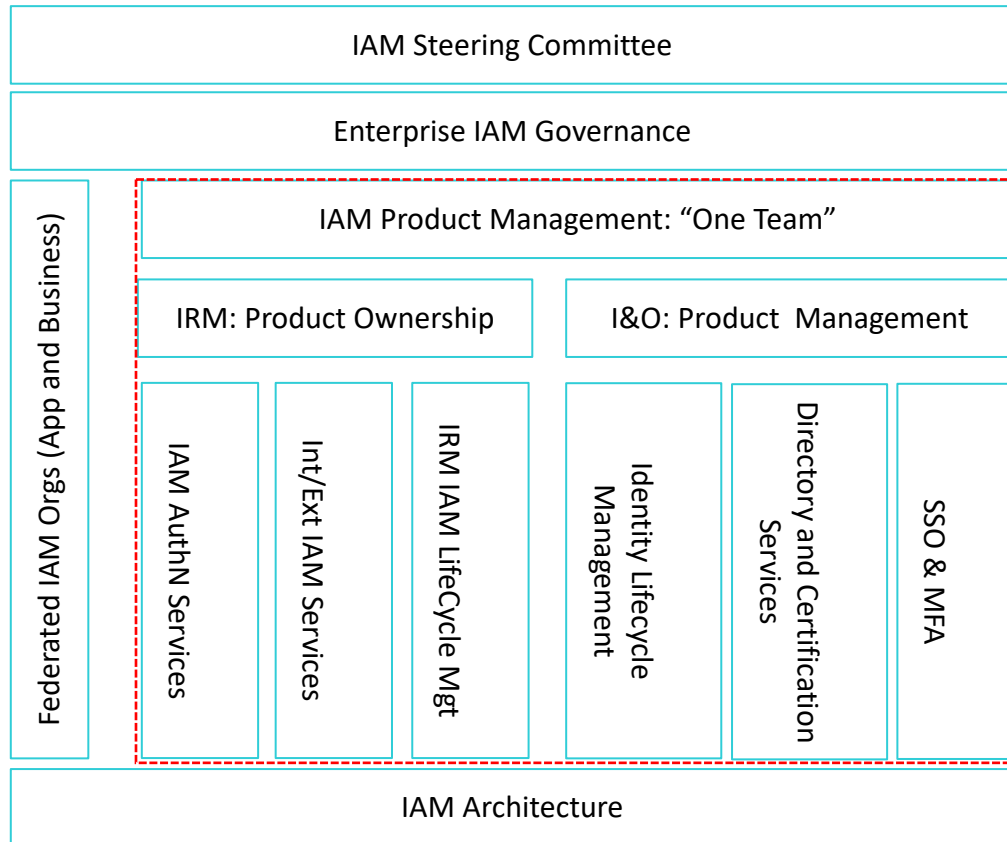
35+ years supporting hunger relief

through Feeding America®, Mid-Ohio Foodbank and other agencies across the U.S.



I&O Product Model and Agile Journey

Nationwide's development teams focused on developing Agile and DevOps practices starting in 2006. But what about Infrastructure?



- The combined I&O IAM Team and the IRM IAM Product Team form an overall IAM Product Team
- The overall IAM Product Team is accountable for all delivery and operations of the IAM products
- The combined team is "One Team" they win together and fail together

Shifting Left: Bringing Audit into IAM Product Model

Challenges Faced – IAM Team Members



The sprint approach (documenting and aligning on issues per sprint) lessened the visibility on the total roll up of issue at audit completion

Solution: Track and discuss total issues per sprint review



Put a bigger emphasis on up front planning. Defining the scope per sprint, testing methodologies and evidence expectations

Solution: Spend extra up-front time to define sprints



Auditor knowledge of the Agile methodology. Auditors were newer to this (but now they are experts!)

Solution: Invest in Agile training for the auditors and consider including technology teams in the training

A photograph of a person rappelling down a steep, yellowish-brown rock face. The person is wearing a red shirt and dark pants, and is suspended in the air. The background shows a blue sky with some clouds and a rocky, forested hillside at the bottom.

Challenges Faced - Auditors

- ⊗ Fear of violating professional auditing standards
- ⊗ Lack of Agile and DevOps experience
- ⊗ Cultural and procedural changes

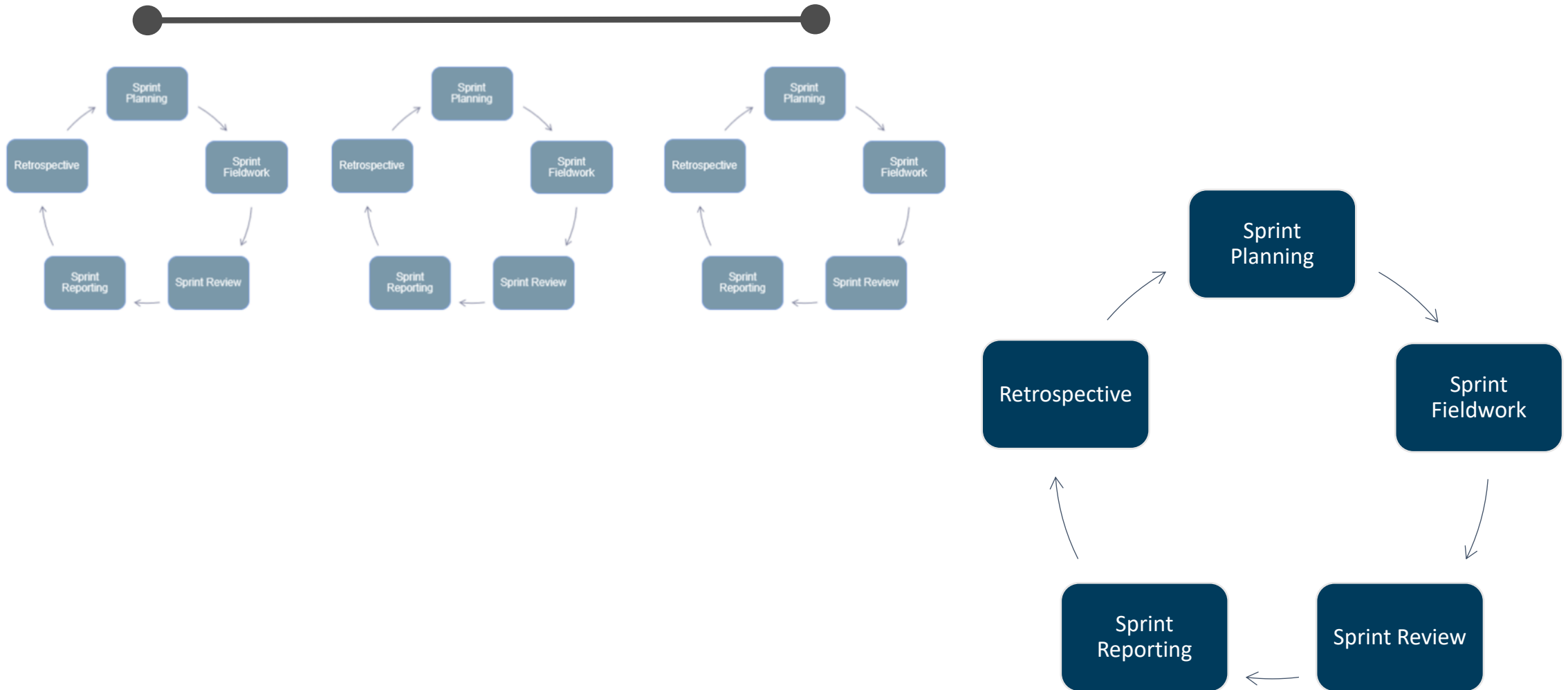
Agile Concepts Adopted



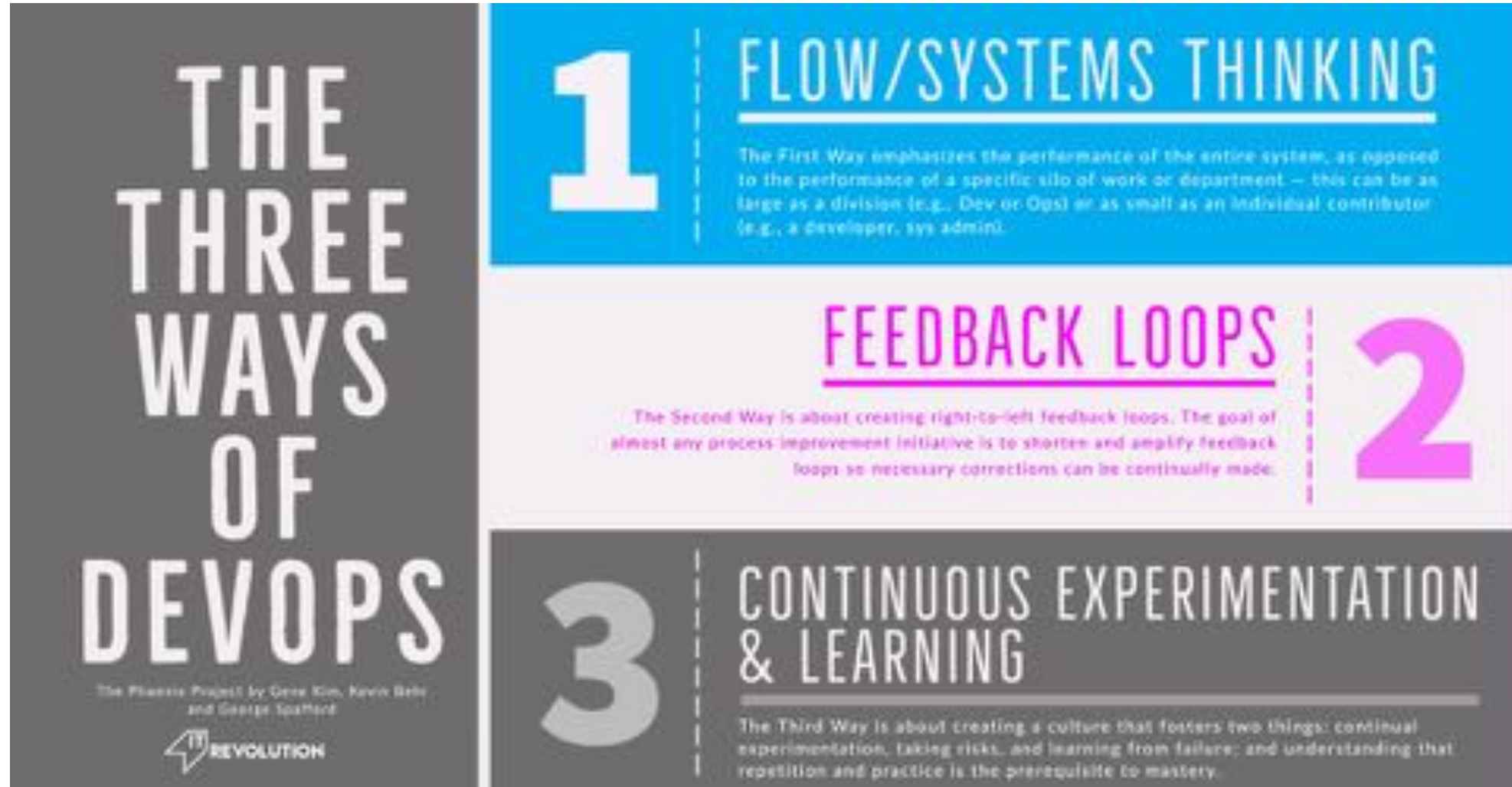
The following Agile practices were successfully implemented on this engagement:

- Self-organizing teams
- Prioritizing customer's needs
- Fostering a collaborative environment
- Delivering results frequently

New Audit Lifecycle



DevOps Concepts Adopted



New Ways of Working



Benefits Realized

- ✓ Greater client and team collaboration and engagement
- ✓ Focus on areas of greatest value and highest priority
- ✓ Successful adaptation to change
- ✓ Greater client buy-in
- ✓ More timely communication of results
- ✓ Reduce wasted time



Measurable Benefits Realized

Metric	Year-over-Year Change
Length of engagement	↓ 10.5%
Coverage	↑ 77.8%
# of Days from Issue identification to opening	↓ 48.77%
Issues with progress* made by report issuance	↑ 243%
Client Survey Results	Improved by 2 rating levels

*Progress defined by having at least a plan submitted (e.g., the issue in Mitigation, Validation, or Closed status)

Feedback Received

“Exceptional”

“Great time working with the team!”

“The team was **very positive** and **worked hard** understand and communicate gaps. All members were **enjoyable to work with.**”

How can you get there?

- Offer to coach the auditors through the learning curve
- Demonstrate how to run effective standups
- Teach them how to use a Kanban board or Jira to make work visible
- Keep an open mind
- Encourage your teams to increase collaboration with your auditors
- Encourage your teams to buy-in



Contact Information



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is on your side