



# SUCCESS STORIES

## Albania

### Digital Platform for Public Internal Control and Internal Audit Monitoring and Reporting

#### Context

In an increasingly digitalized world, the need for transparency and efficiency is growing, especially in the field of internal control and internal audit. In 2020 - 2021 Albania offered to be part of piloting a new **Digital Platform for Public Internal Control and Internal Audit Monitoring and Reporting**, developed by the PEMPAL Internal Audit Community of Practice (IACOP) in collaboration with IT experts.

The objective was to create a digital platform that would enable a faster, more secure, and more efficient way to report data on the development of internal control and internal audit activities in the public sector in Albania. This was a challenge that, in addition to technological capabilities, required the commitment of stakeholders and confidence in the transformative power of technology.

#### PEMPAL Impact

PEMPAL developed the platform tool and manual for pilot testing. The new platform is designed to

consolidate reports from various public entities, ensuring that all activity results are accessible in one centralized location. The process begins with individual internal audit units submitting their reports, which are then aggregated and analyzed by the Central Harmonization

Unit in the Ministry of Finance. The platform also features advanced analytical tools that help to quickly identify trends, discrepancies, and insights that might otherwise have been overlooked.

This initiative was not simply the development of a technical platform, but a step towards modernizing the audit process and strengthening transparency in public administration and the public sector in general through close collaboration with experts in the field, supported by PEMPAL. Spearheaded by the Central Harmonization Unit in collaboration with five internal audit units in central and local government entities,



the application of the platform is already showing promising results. There are currently about 136 internal audit units operating in the public sector. For most public entities, reporting activity results and analyzing them for decision-making has traditionally been a challenging task. Some benefits of the new reporting platform include:

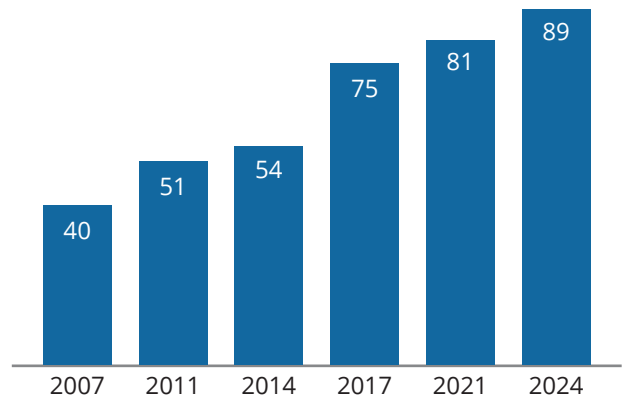
- **Consolidated Reporting:** All internal audit units in public entities submit their reports on the platform, providing a unified source of data.
- **Improved Data Quality:** The platform incorporates automated checks and validation rules to ensure accurate and high-quality data.
- **Efficient Data Analysis:** Built-in analytics allow us to quickly analyze and interpret the data, providing valuable insights for policy and decision-making.
- **Time and Cost Savings:** By automating the reporting and analysis process, we save both time and resources, which can be redirected toward more strategic activities.

The Digital Platform for Public Internal Control and Internal Audit Monitoring and Reporting is a clear example of how innovation and technology can come together to create new opportunities and improve information management processes in a society that seeks to increase trust and accountability. The Central Harmonization Unit is now able to prepare more accurate and comprehensive consolidated reports, contributing to more informed decision-making.

After implementing the platform, Albania quickly saw a significant improvement in the quality and timeliness of the consolidated Public Internal Financial Control Annual Report. Some of the internal audit units entities are submitting their reports more consistently, and the accuracy of the data has been enhanced through automated validation processes. The real-time analysis provided by the platform allows the Central Harmonization Unit to quickly identify and address any discrepancies, ensuring more reliable data for decision-making and saving time and resources. Moreover, the transparency and accessibility of the reports have increased trust among stakeholders and the public, who can now easily access comprehensive and accurate data.

PEMPAL regularly surveys its members on the impact derived from taking part in its Internal Audit Community of Practice. The results, shown in the figure below, illustrate the improvements and significant impact indicated by Albania:

**Figure.** Albania - High impact



Source: IACOP Impact Periodical Survey

## Next Steps

Albania is committed to further enhancing the platform's capabilities, in particular developing indicators in line with changes of the new Global Internal Audit Standards. It also plans to expand the platform's reach by incorporating more public entities and ensuring even broader participation not only for internal audit units but for internal control system too.

To improve the user experience, the platform's interface will be further refined, making it more intuitive and accessible for all stakeholders. There are plans to integrate additional features, such as predictive analytics, to anticipate trends and potential issues before they arise. Additionally, the aim is to leverage the platform's data for more advanced decision-making, focusing on creating data-driven policies that address the evolving needs of the public. With ongoing improvements in automation and data quality, the platform will remain a cornerstone for efficient governance and informed decision-making.



PEMPAL SECRETARIAT

**Budget Community of Practice (BCOP)**

E: [BCOP@pempal.org](mailto:BCOP@pempal.org)

**Internal Audit Community of Practice (IACOP)**

E: [IACOP@pempal.org](mailto:IACOP@pempal.org)

**Treasury Community of Practice (TCOP)**

E: [TCOP@pempal.org](mailto:TCOP@pempal.org)

[www.pempal.org](http://www.pempal.org)

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