



WILMA

Water Industry
Licensing
Management
Application

AUDIT PROCESD MANUAL

Licensee

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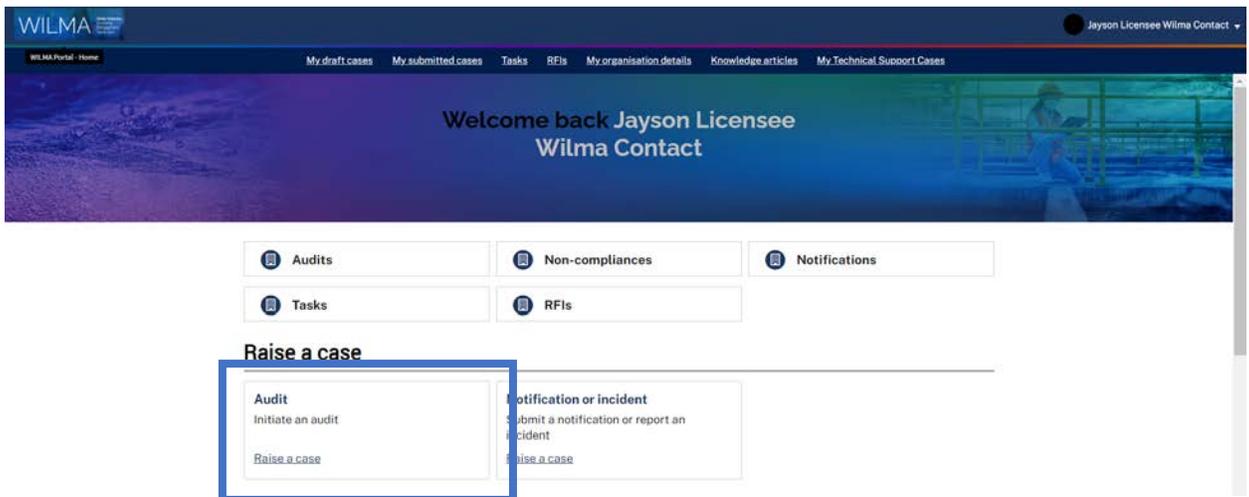
How to raise an Audit Case

Pre-operational Audit

1. To access the Wilma portal, please use your login credentials to log in.



2. Navigate to the "Raise a Case" menu and choose the option for "Audit".



3. After selecting "Audit" from the menu, you will be directed to the Audit form. In the first half of the form, you will find certain fields that are read-only. These fields are automatically populated with data from the logged-in user's database entry.

Continuing with the form, you will find the second half where additional mandatory fields are visible. These fields require your input in order to complete the Audit form. Make sure to fill in all the required details accurately before proceeding further.

- After completing all the required information in the case, you can choose to save or submit the case. Saving the case will move it to the "My Draft Cases" section, where you can make further edits before submission. If you choose to submit the case, you will be redirected to a page displaying all the details you provided. The submitted case will undergo review by the WILMA

analyst.

The screenshot shows the WILMA system interface. At the top, there is a navigation bar with the WILMA logo and a user profile for 'Jayson Licensee Wilma Contact'. Below the navigation bar, there are several menu items: 'My draft cases', 'My submitted cases', 'Tasks', 'RFIs', 'My organisation details', 'Knowledge articles', and 'My Technical Support Cases'. The main content area displays the details for case 'CS0021705'. It includes a 'WILMA Case' section with fields for 'Case number' (CS0021705), 'Case type' (Audits), 'Opened by' (Jayson Licensee Wilma Contact), and 'State' (Submitted). Below this is a 'Submitted Details' section with fields for 'Opened by' (Jayson Licensee Wilma Contact), 'Audit type' (Pre-operational audit), 'Case type' (Audits), and a sub-section for '* Pre-operational audit' with 'Plans audit'.

5. An automated email is sent to the Licensee, informing that the audit proposal has been submitted in WILMA.

Your audit CS0021873 has been created in WILMA



26-06-2023 18:54:02

To: Jayson Licensee Wilma Contact New Licencee User

Attention New ACN Licencee Account contact,

This is an automated message from IPART's WILMA system regarding 1211ddd_ & CS0021873.

Your audit proposal regarding the above licence has been submitted in WILMA.

Please access the system using the link [CS0021873](#)

This automated message has been sent to all relevant contacts.

Regards,

WILMA Support Team



Ref:MSG0124688_LaihyqbqxqoxCC4rmWID

Licensee contact to respond on RFI Process

1. The Licensee should see the requested RFI with case number and RFI number that is awaiting for response on the “RFIs” section located at the bottom part of the portal

WILMA

Jayson Licensee Wilma Contact

My draft cases My submitted cases Tasks RFIs My organisation details Knowledge articles My technical support cases

incident

Raise a case Raise a case

Tasks

Task number: CSTASK0014277
Case number: CS002092
Subject: A non-compliance letter has been issued. Please review the details in the email and submit your response
State: Awaiting Response

Task number: CSTASK0014114
Case number: CS0019346
Subject: Propose an auditor for the compliance audit CS0019346
State: Awaiting Response

Task number: CSTASK0015965
Case number: CS0020980
Subject: A non-compliance letter has been issued. Please review the details in the email and submit your response
State: Awaiting Response

1 to 3 of 68

RFIs

RFI number: WILMARF0003970
Case number: CS0021873
Description of WILMA request: Additional details to the case.
State: Awaiting response

RFI number: WILMARF0003964
Case number: CS0020982
Description of WILMA request: Click the Submit button to generate an RFI.
State: Awaiting response

RFI number: WILMARF0003928
Case number: CS0019462
Description of WILMA request: Click the Submit button to generate an RFI.
State: Awaiting response

1 to 3 of 23

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2. The Licensee should be able to select on the RFI number and can respond to the requested RFI, populate the mandatory fields and attach additional documents if applicable

WILMA

Jayson Licensee Wilma Contact

My draft cases My submitted cases Tasks RFIs My organisation details Knowledge articles My technical support cases

WILMARF0003970

Indicates required

WILMA RFI

Number: WILMARF0003970

Case number: CS0021873

State: Awaiting response

Assignee company type: Licensee

RFI type: Audit - Proposal

Description of WILMA request: Additional details to the case.

RFI Response

3. For the additional attachments, you can upload on the “Submitted Details” section

Submitted Details

External Documents

Actions	Document category	Document Name	Date Attached
 	Audit - Proposal	Consultant Material.docx	30-06-2023
 	Audit - Draft Report	Delivery Program Extract.docx	30-06-2023
 		Consultant Material.docx	30-06-2023

Proceed to Upload

Attachments
 Consultant Material.docx  Delivery Program Extract.docx  Consultant Material.docx  Add attachments

Save Submit RFI

Required information RFI Response

NOTE: Licensees have the ability to delete attachments that were added by IPART, but it is strongly advised not to do so. Deletion of attachments is logged and can be tracked for auditing and record-keeping purposes.

4. Once the documents are uploaded make sure to add a category by clicking on the “Edit Row” icon under “Actions column”, then the Edit Row dialog box will pop-up and the Licensee will have the options on what categories to add accordingly to the specific RFI.

Submitted Details

External Documents

Actions	Document category	Document Name	Date Attached
 	Audit - Proposal	Consultant Material.docx	30-06-2023
 	Audit - Draft Report	Delivery Program Extract.docx	30-06-2023
 		Consultant Material.docx	30-06-2023

Proceed to Upload

Attachments
 Consultant Material.docx  Delivery Program Extract.docx  Consultant Material.docx  Add attachments

Save Submit RFI

Required information RFI Response

Edit Row

Document category

-- None --

-- None --

Audit - Proposal

Audit - Draft Report

Audit - Final Report

Deed poll

Licence plans

Cancel Save

- Once the RFI has been completed you can select the "Submit RFI" button

WILMA

Jayson Licensee Wilma Contact

My draft cases My submitted cases Tasks RFIs My organisation details Knowledge articles My technical support cases

Watchlist group Watch list

* Description of WILMA request
Additional details to the case.

* RFI Response
Additional document

Submitted Details

External Documents

Actions	Document category	Document Name	Date Attached
	Audit - Proposal	Simple Gantt Chart1.xlsx	25-06-2023

Proceed to upload

Attachments
Simple Gantt Chart1.xlsx

Add attachments

Save Submit RFI

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- Once the RFI has been submitted, the state of the RFI will be changed to "Responded"

WILMA

Jayson Licensee Wilma Contact

My draft cases My submitted cases Tasks RFIs My organisation details Knowledge articles My technical support cases

WILMARF0002970

WILMA RFI

Number: WILMARF0002970

Assignee company type: Licensee

Case number: CS002873

RFI type: Audit - Proposal

State: Responded

Watchlist group Watch list

* Description of WILMA request
Additional details to the case.

RFI Response
Additional document

Licensee contact receives email related to an audit case

Licensee Contact will receive an email once the audit proposal was approved:

Your audit proposal was approved by IPART

 27-06-2023 01:26:51

To: [Jayson Licensee Wilma Contact](#) [New Licencee User](#)

Attention New ACN Licencee Account contact,

This is an automated message from IPART's WILMA system regarding 1211ddd_ & CS0021873.

Your audit proposal has been approved. Please log into WILMA to upload your audit documentation via the system. If you have additional questions or cannot log in, please reach out to your IPART Analyst.

Please access the system using the link [CS0021873](#)

This automated message has been sent to all relevant contacts.

Regards,

WILMA Support Team



Ref:MSG0125827_kMuL63YqU7YlgXxRrs2

Licensee Contact will receive an email once the audit proposal has been accepted by IPART:

Your audit proposal has been accepted by IPART

 27-06-2023 01:26:52

To: [Jayson Licensee Wilma Contact](#) [New Licencee User](#)

Attention New ACN Licencee Account contact,

This is an automated message from IPART's WILMA system regarding 1211ddd_ & CS0021873.

Your audit proposal has been approved. Please log into WILMA to upload your audit documentation via the system. If you have additional questions or cannot log in, please reach out to your IPART Analyst.

Please access the system using the link [CS0021873](#)

This automated message has been sent to all relevant contacts.

Regards,

WILMA Support Team



Ref:MSG0125828_WWJuHeRemepJshawREID

Licensee Contact should receive an email once the WILMA Auditor responded with the submission of Audit draft report and Final audit report:

You have a new report related to an audit

 27-06-2023 02:08:40

To: Jayson Licensee Wilma Contact New Licencee User

Attention New ACN Licencee Account contact,

This is an automated message from IPART's WILMA system regarding 1211ddd_ & CS0021873.

An audit report has been submitted by Jayson Licensee Wilma Contact. Please log into WILMA to review the audit report before.

Please access the system using the link [CS0021873](#)

This automated message has been sent to all contacts for the licensee.

Regards,

WILMA Support Team



Ref:MSG0125833_DmcKPW2Zbxcf3teRL9td

Once the case has been closed, the Licensee contact will receive an email informing that the case has been closed:

The audit case CS0021873 has been closed

 27-06-2023 03:17:11

To: Jayson Licensee Wilma Contact New Licencee User

Attention New ACN Licencee Account contact,

This is an automated message from IPART's WILMA system regarding 1211ddd_ & CS0021873.

An audit case has been closed. If you have additional questions or cannot log in, please reach out to your IPART Analyst.

Please access the system using the link [CS0021873](#)

This automated message has been sent to all contacts for the licensee.

Regards,

WILMA Support Team



Ref:MSG0125845_b2yoRKO0Gk165ZV4jDTK

Compliance Audit

Licensee contact to respond on request nominate an auditor for compliance audit process

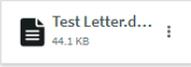
The system will automatically send an email to Licensee company to inform the Licensee company contacts about the initiation of the compliance audit process. Attached on the mail is the audit initiation letter as well.

Someone has requested that you nominate an auditor for compliance audit CS0021895

27-06-2023 17:03:29

To: [Jayson Licensee Wilma Contact](#)

Attachments:

Attention **New ACN Licencee Account** contact,

This is an automated message from IPART's WILMA system regarding **1211ddd_ & CS0021895**

Please log into WILMA to propose an auditor for the above compliance audit.

This automated message has been sent to all relevant contacts.

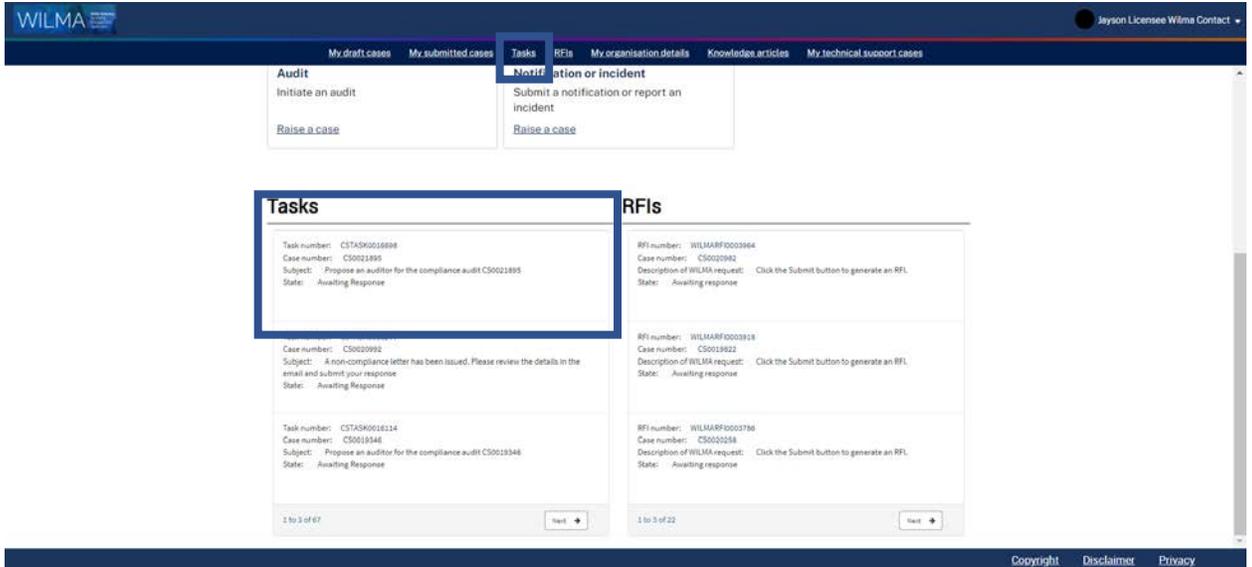
Regards,

WILMA Support Team



Ref:MSG0126059_HuBSZt5Hs95vQ05UWS73

1. Once the Licensee contact has received the email to propose an auditor for the associated compliance audit. The Licensee contact can locate the task at the bottom part of the portal on the 'Tasks' section or by accessing the "Tasks" option in the ribbon banner you can click on the "Task number" associated on the case task



2. Once the Licensee contact had opened the task, majority of the fields on this task are on read-only state, and you can populate the "Task Response" and choose the "Auditor Company" and "Primary auditor." The Licensee contact can state multiple Auditor company and Auditors, upon completion of the form you can choose the Save button the changes on the form or if you are done completing the required information you can choose the Submit button to proceed on the process

WILMA Myson Licensee Wilma Contact

My draft cases | My submitted cases | Tasks | REIs | My organisation details | Knowledge articles | My technical support cases

Task CSTASK0016698

Task number: CSTASK0016698 | State: Awaiting Response

Case Number: CS0021995 | Case type: Audit

Subject: Propose an auditor for the compliance audit CS0021995

Task Response: Auditor compliance

Submitted Details

Licence number: 1231006

Audit Type: Compliance audit

Audit period start date: | Audit period end date: |

Upload file 2:

Upload file 3:

*Auditor company: R1 Auditor Company Wilma

*Primary auditor: R1 First Auditor Contact Wilma

Second auditor company: | Second auditor: |

Third auditor company: | Third auditor: |

Attachments: [Text Letter.docx](#)

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- Once the form has been completed, the state of the task will be changed to “Responded” and all the fields were no on read-only state

The screenshot shows the WILMA web application interface. At the top, there is a navigation bar with the WILMA logo and a user profile for 'Jayson Licensee Wilma Contact'. Below the navigation bar, there are several tabs: 'My draft cases', 'My submitted cases', 'Tasks', 'REIs', 'My organisation details', 'Knowledge articles', and 'My technical support cases'. The main content area displays a task form for 'CSTASK0018698'. The form includes fields for 'Task number' (CSTASK0018698), 'State' (Responded), 'Case Number' (CS0021895), and 'Case type' (Audit). The 'Subject' field contains the text 'Propose an auditor for the compliance audit CS0021895'. Below this, there is a 'Task Response' field with the text 'Auditor compliance'. A 'Submitted Details' section follows, containing fields for 'Licence number' (1211066), 'Audit Type' (Compliance audit), 'Audit period start date', 'Audit period end date', and 'Audit description'.

Licensee contact receives email related to an audit case

- Once the nominated auditor for the compliance audit is accepted by the WILMA analyst, a system generated email will be sent to the Licensee contact informing that the nominated auditor details have been accepted for the audit case

The nominated auditor details have been accepted for the audit case CS0021895

27-06-2023 17:35:17

To: Jayson Licensee Wilma Contact

Regards,

WILMA Support Team



Ref:MSG0126065_tUAwW1oIvZzFBFbCF6bM

- Once the draft audit report has been submitted by the auditor, there will be a system generated email that notifies the Licensee contact that there is a new report related to the

audit case

You have a new report related to an audit



27-06-2023 20:50:30

To: [Jayson Licensee Wilma Contact](#) [New Licencee User](#)

Attention New ACN Licencee Account contact,

This is an automated message from IPART's WILMA system regarding 1211ddd_ & CS0021904.

An audit report has been submitted by pjfirstauditorcontactwilma@example.com/. Please log into WILMA to review the audit report before.

Please access the system using the link [CS0021904](#)

This automated message has been sent to all contacts for the licensee.

Regards,

WILMA Support Team



Ref:MSG0126641_IFfN7e5eprL8IKMXzVl

3. Once the final audit report has been submitted by the auditor, there will be a system generated email that notifies the Licensee contact that there is a new report related to the audit case

You have a new report related to an audit



27-06-2023 21:03:46

To: [Jayson Licensee Wilma Contact](#) [New Licencee User](#)

Attention New ACN Licencee Account contact,

This is an automated message from IPART's WILMA system regarding 1211ddd_ & CS0021904.

An audit report has been submitted by pjfirstauditorcontactwilma@example.com/. Please log into WILMA to review the audit report before.

Please access the system using the link [CS0021904](#)

This automated message has been sent to all contacts for the licensee.

Regards,

WILMA Support Team



Ref:MSG0126643_sMkAkaHd1F9ZzNpeBPNP

4. Once the audit case has been closed by the WILMA Analyst, there will be a system generated email that notifies the Licensee contact that the audit case has been closed

The audit case CS0021904 has been closed



27-06-2023 21:23:31

To: [Jayson Licensee Wilma Contact](#) [New Licensee User](#)

Attention New ACN Licencee Account contact,

This is an automated message from IPART's WILMA system regarding 1211ddd_ & CS0021904.

An audit case has been closed. If you have additional questions or cannot log in, please reach out to your IPART Analyst.

Please access the system using the link [CS0021904](#)

This automated message has been sent to all relevant contacts.

Regards,

WILMA Support Team



Ref:MSG0126658_W5rKjw3lnPM9WjPRNTBC