ARMICS Certification System Questionnaire – Frequently Asked Questions

1. **What is the ARMICS Certification System (ACS)?**
   The Agency Risk Management and Internal Control Standards (ARMICS) Certification System is an online system that was developed to capture information to support your agency's completion of ARMICS. The system includes a questionnaire, which automatically formulates your agency's ARMICS certification based on your answers to questions related to the minimum requirements of ARMICS.

2. **What's different about certifying using the online ARMICS questionnaire located in the ARMICS Certification System?**
   DOA now requests documentation to support the ARMICS minimum requirements. Also, the certification process is now electronic. Agencies will be required to upload documentation directly into the certification system. Questions in the certification system are based on minimum requirements as listed in the ARMICS standards.

3. **What is the timeline of implementing the new online certification process?**
   DOA has made usage of the new system **optional** for the FY20 certification (due September 30, 2020). This will give the agencies and institutions an option of viewing the system and requirements before completing their annual ARMICS tasks for FY21.

   Mandatory usage of the ACS will begin with the FY21 certification (due September 30, 2021).

4. **Who will need to create a login/password for the system?**
   Anyone accessing the certification system will need to follow instructions for creating a password for the certification system. **At a minimum, the fiscal officer and agency head are required to create a login.** Your email address will be your username.

5. **Can more than one staff member from an agency work on the questionnaire for subsequent approval by the Fiscal Officer and Agency Head?**
   There is no maximum number of users that can work on the questionnaire for one agency; however, to streamline the process, one staff member should be designated to complete the questionnaire and upload the required documents.

6. **Can I save the questionnaire after partial completion and revisit it at a later date?**
   Yes, the questionnaire can be saved and revisited at a later date.

7. **My agency serves as the Control Agency for other agencies, do I have to complete an ARMICS questionnaire for each agency?**
   For FY20 each agency is responsible for completing an ARMICS questionnaire, if using the ACS for certification.

8. **The system only allows the download of a single document to offer support and documentation when requested. If circumstances require multiple files, are zip files allowed?**
Yes, zip files are allowed and instructions for creating and uploading a zip file can be found on page 14 of the User's Guide.

9. **When uploading documentation I noticed that the system changes the name of my document to match the question answered, is this by design?**
Yes, the system changes the document name so that DOA will be able to easily identify documentation submitted for each question.

10. **It appears that DOA wants an agency to upload all the requested documents (e.g. copy of the agency's Code of Ethics). Would DOA accept a reference or hyperlink (e.g. agency's policy and procedures website) as a substitution?**
Yes, this is acceptable as long as links are accessible by DOA. This will help streamline the process and make better usage of file space. Please be aware that links to agency intranet sites are generally not accessible by external users.

11. **Third Party Providers are very strict on sharing their full SOC reports. Is it possible to provide only the opinion letter from the SOC report, in lieu of the entire document?**
Yes, the opinion letter from the SOC report is acceptable.

12. **What is an "Insignificant Weakness"?**
Insignificant weakness can be defined as a minor weakness identified that is unlikely to have any impact on the financial statements (less severe than a major/significant weakness).

13. **If we employ a cycled approach for testing, which date is to be used for the most recent portion performed or the last cycle completion of the Agency-Level Risk Assessment?**
Use the last date of the "full cycle completion."

14. **What is the preferred level of documentation required? More summary information or detailed supporting test documents?**
A summary of testing should be uploaded; however, documentation should include important testing aspects where DOA can understand the process and the product.

15. **Is there any recurrence of the ARMICS training requirement or do Fiscal Officers and Agency Heads only need to complete the training once during their tenure in those roles?**
Yes, Fiscal Officers and Agency Heads only need to complete the required training once during their tenure in these roles. However, it is strongly suggested that all applicable personnel revisit the training each year as a refresher.

16. **My questionnaire is locked! What's the deal?**
Have you answered question **XI Fiscal Officer Confirmation – Would you like to send an Email to the Fiscal Officer for signoff?** Once an answer is provided for this question, the questionnaire

will be locked, and you will not be able to modify answers within the questionnaire prior to alerting the fiscal officer for signoff.

If the system is locked for any other reason, or you are having technical difficulties, please email armics@doa.virginia.gov. Screen shots are helpful when reporting issues.

17. **Who should I contact if I encounter problems while completing the Questionnaire?**
Please send any questions or concerns to armics@doa.virginia.gov.