

### Implementation of actions from IT Audit Reports issued in 2014/15 and 2015/16

IT Asset Management	Issued May 2015	HIGH Priority Recommendations		MEDIUM Priority Recommendations	
	Limited Assurance	Made	Actioned	Made	Actioned
		2	2	1	1
<p><u>Key Actions</u></p> <p>Staff have been reminded of the importance of asset management. This has been discussed in a team meeting and also by email. A new asset database has been developed as the master and included as a task on the set-up process checklist. A monthly meeting is scheduled to review reports such as machines not logged on for 30 days and this is being matched to the asset database.</p> <p>A matching exercise between the HR list and the ICT asset list has been carried out to ensure the quality of the asset database.</p> <p>A document detailing the current software applications and licence details has been created. This is being reviewed and updated as new information is provided (e.g. currently awaiting MS Project and Visio licence information). A meeting is planned with a supplier at the end of January 2016 to explore a full software asset management program and whether there is a business case for the implementation.</p> <p>All recommendations have now been implemented and will be subject to a further follow up review in March 2016 to ensure controls are embedded and operating as expected.</p>					

Service Desk & Change Management	Issued April 2015	HIGH Priority Recommendations		MEDIUM Priority Recommendations	
	Sufficient Assurance	Made	Actioned	Made	Actioned
		2	2	4	4
<p><u>Key Actions</u></p> <p>Staff in IT have been reminded by email that the eServiceDesk can link calls and that where possible this should be used. A review of the helpdesk software is being carried out and it is very likely that new software will be introduced, therefore no further action is planned until this is implemented.</p> <p>It was recommended that procedures be introduced to proactively collate and review cases to identify any areas of persistent concern and reduce future workloads. A weekly team meeting now allows for persistent concerns to be raised. A review of the helpdesk software is being carried out and it is likely that reports from the new software will be used to identify trends, therefore a formal procedure will not be developed in the short term.</p> <p>A new Change Control policy has been developed and implemented from January 2016.</p>					

A report on the feedback from staff via questionnaires has been presented to the Director of Resources.

All recommendations have now been implemented.

IT System Administration	Issued December 2015	HIGH Priority Recommendations		MEDIUM Priority Recommendations	
		Made	Actioned	Made	Actioned
	Limited Assurance	0	0	4	4

#### Key Actions

A Change Control policy and procedure have been developed and introduced in January 2016. Software has been procured to enable audit reports to be produced detailing any changes to the Active Directory.

A comparison of the HR staff list and the IT directory of users has commenced to ensure that only current members of staff remain on the network.

Monthly meetings now take place to identify any machines that have not been on the network for 30 days and any users that have not logged on to the network for 30 days.

The remote access list has been reviewed to ensure all with remote access rights are valid employees and a further review of the leavers process is planned for January 2016.

The leavers form has been modified to include a reference to any application access that requires revoking to ensure access to Council systems is suitably removed.

Where possible, the performance of the network will be monitored on an ongoing basis – however this will be in relation to specific areas of concern and therefore reactive in nature. There have been no specific instances where network performance needs monitoring since the report was issued in December 2015.

A document has been created by the IT service entitled 'ICT System Review'. This identifies best practice in system administration and has been provided to service managers for completion – it is likely that further actions will take place once reviews have been completed as this will identify areas of weakness for investigation.

All recommendations have now been implemented and will be subject to a further follow up review to ensure controls are embedded and operating as expected, as part of the 2016/17 Audit Plan.