

THURSDAY, 29 JANUARY 2015

**REPORT OF THE
DIRECTOR – TECHNOLOGY & CORPORATE PROGRAMMES**

IMPLEMENTATION OF ICT AUDIT RECOMMENDATIONS

EXEMPT INFORMATION

None

PURPOSE

To brief Members of the Audit & Governance Committee on actions taken to date and future planned activities to review and implement outstanding audit recommendations.

RECOMMENDATIONS

That Committee Members note the information and actions contained within this report.

RESOURCE IMPLICATIONS

Resource implications have been considered alongside the requirements of the ICT Business Plan and the corporate technological requirements of the organisation. Timescales of projects and other planned work have been adjusted accordingly.

There are financial implications to a number of the remaining audit recommendations. These will be considered as part of the services ongoing budget planning and monitoring, and as part of wider implementations.

LEGAL/RISK IMPLICATIONS BACKGROUND

There is minimal risk identified with the implementation of this approach. The requirements of ISO20000 – IT Service Management and ISO27001 Information Security Management Standards have been fulfilled and the legislative requirements of the Government's Code of Connection have been fulfilled.

SUSTAINABILITY IMPLICATIONS

The sustainability of this plan, and subsequent activity required to effectively manage audit recommendations has been considered during development.

BACKGROUND INFORMATION

ICT Services is a corporate support service providing the following functions to Tamworth

Borough Council ;

- ICT Services, including desktop, server and application development and maintenance
- Contract Management
- Information Management, including Data Protection and Freedom of Information
- Geographical Information Systems
- Project and Programme Management
- Corporate Business Continuity and Disaster Recovery

Tamworth Borough Council has gone through significant technological change during the last eighteen months. It has seen its server infrastructure and desktop environment virtualised, replacement technology for Members, the implementation of the first stage of agile working, replacement print fleet, replacement corporate radios, replacement website and the development of CRM. This has all been carried out internally, with little or no resource brought in to increase capacity.

Simultaneously, the team has continued to deliver operational functions enabling the availability of corporate systems and applications, while ensuring that their skill sets are at an appropriate level to support the new technological infrastructure. Performance Indicators have been met and commitments to internal customers have been fulfilled.

Additionally, the Director – Technology & Corporate Programmes has spent approximately 5 months of the last year providing support to cover the unplanned absence of key roles linked to corporate projects and fulfilling legislative demand.

In October 2014, the Director – Technology & Corporate Programmes raised the issue of outstanding audit recommendations with the Executive Director Corporate Resources with a potential solution, which was discussed and agreed. Subsequently, this solution was also agreed with the Head of Internal Audit. It was acknowledged that the volume of audits which required input from ICT Services was high. It was also acknowledged that, with the finite resource available, it was difficult to respond to all demands within a timely manner. ICT Services also hold two external accreditations against which they are audited, internally and externally. Additionally, the service must also fulfil the audit demands of the Central Government Code of Connection.

A plan of activities to implement all appropriate outstanding internal audit recommendations, and to review the approach to auditing ICT Services going forward has been compiled. This plan will see a more holistic approach to ICT audits and consolidation where appropriate. This is particularly relevant when audit applications in use across the organisation.

The planned activities and progress to date can be found at Appendix A.

REPORT AUTHOR

Nicki Burton – Director Technology & Corporate Programmes

LIST OF BACKGROUND PAPERS

None

APPENDICES

Appendix A – Progress Against Planned Activities

APPENDIX A – PROGRESS AGAINST PLANNED ACTIVITIES

Ref	Description	Timescale	Responsible Officer	Comments
1	Reduce number of audits scheduled from November 2014 to March 2015 from 11 down to 4 (externally commissioned)	31/10/2014	D – T&CP HofIA	Completed
2	Close audit recommendations on Covalent, implemented as part of recent technological change	28/11/2014	D – T&CP	Completed
3	Ensure all remaining outstanding audit recommendations are updated appropriately on Covalent	24/12/2014	D – T&CP	Completed
4	Assess current risk to organisation of outstanding organisations in light of changed technical environment	30/01/2015	D – T&CP	Ongoing
5	Agree priority implementation order of remaining outstanding audit recommendations and ensure capacity of appropriate officers	13/02/2015	D – T&CP	Outstanding
6	Compile full repository of ICT related policies with review dates and responsible officers	16/01/2015	SS&DM	Completed
7	Add to ICT Management Team and Standing Agenda Item	27/03/2015	D – T&CP	Ongoing
8	Include in ICT Managers one to one meetings to maintain focus	27/03/2015	D – T&CP	Ongoing
9	Consider future approach to ICT related audits including impact from service area audits	27/03/2015	D – T&CP HofIA	Outstanding

Key
D – T&CP : Director Technology - Corporate Programmes
SS&DM : Service Support and Delivery Manager
HofIA : Head of Internal Audit

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