Subject: Request for IT Authorisation Process Information for Audit Preparation

Dear Chief Information Officer,

I hope this email finds you well. My name is Balasubramanian PG, and I am assisting the Audit & Risk Committee in reviewing the authorisation process of the ERP system at ShieldGruppe. As you may already be aware, this audit is aimed at assessing the appropriateness and effectiveness of the user access management to the ERP system, particularly in relation to maintaining contracts, claims, and client relationships.

To proceed with the audit, we kindly request your assistance in providing specific information and evidence related to the IT internal control system (ICS) matrix for the authorisation process. We aim to gather data from the last couple of years to thoroughly evaluate the controls in place. As our deadline is quite tight, we would be extremely grateful if you could provide this information within the next hour, to aid our team in preparing the audit.

The focus of our audit will be on the following key areas:

1. Granting and Revocation of Access Rights:
   * We would like to understand the controls in place to ensure proper and timely granting of access rights to employees and other system users.
   * Additionally, we are interested in the process of revoking access rights when they are no longer required or when an employee's role changes.
   * Please provide evidence or documentation outlining the controls implemented in these areas.
2. Password Settings:
   * Password management is critical to safeguarding sensitive information. We would like to know the policies and controls related to password creation, complexity, expiration, and resets.
   * Any evidence or records that demonstrate compliance with these controls would be helpful for our audit.
3. Policy Description:
   * To gain a comprehensive understanding of the controls in place, we kindly request a copy of the policy that outlines the authorisation process, user access management, and related security measures.
   * This policy will help us align our audit procedures with ShieldGruppe's internal guidelines.
4. Meeting Request:
   * Finally, we would greatly appreciate the opportunity to schedule a meeting with you to discuss ShieldGruppe's processes regarding authorisation and user access management in more detail.
   * This meeting would enable us to seek clarification, address any questions, and ensure that our audit process aligns with the organization's practices.

We genuinely value your cooperation in this matter and understand the time constraints involved. Your prompt response and support will be instrumental in our successful preparation for the IT authorisation audit.

Thank you for your attention to this request. Should you have any questions or require further clarification, please do not hesitate to contact me at [Your Email Address] or [Your Phone Number]. I look forward to your response.

Best regards,

Balasubramanian PG

Associate

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