

## Job Scheduling Review Questions

Refer to the chart below review questions for each of the following areas of job scheduling:

Areas to Review	Questions to Consider
<ul style="list-style-type: none"> <li>Regularly scheduled applications</li> <li>Input deadlines</li> <li>Data preparation time</li> <li>Estimated processing time</li> <li>Output deadlines</li> <li>Procedures for collecting, reporting and analyzing key performance indicators</li> </ul>	<ul style="list-style-type: none"> <li>Are the items included in SLAs?</li> <li>Are the items functioning according to the SLAs?</li> </ul>
<ul style="list-style-type: none"> <li>Job schedule</li> </ul>	<ul style="list-style-type: none"> <li>Have critical applications been identified and the highest priority assigned to them?</li> <li>Have processing priorities been established for other applications and are the assigned priorities justified?</li> <li>Is scheduling of rush/rerun jobs consistent with their assigned priority?</li> <li>Do scheduling procedures facilitate optimal use of computer resources while meeting service requirements?</li> <li>Do operators record jobs that are to be processed and the required data files?</li> <li>Do operators schedule jobs for processing on a predetermined basis and perform them using either automated scheduling software or a manual schedule?</li> </ul>
<ul style="list-style-type: none"> <li>Daily job schedule</li> </ul>	<ul style="list-style-type: none"> <li>Is the number of personnel assigned to each shift adequate to support the workload?</li> <li>Does the daily job schedule serve as an audit trail? Does the schedule provide each shift of computer operators with the work to be carried out, the sequence in which programs are to be run and indication when lower-priority work can be performed?</li> <li>At the end of a shift, does each operator pass to the work scheduler or the next shift of operators a statement of the work completed and the reasons any scheduled work was not finished?</li> </ul>
<ul style="list-style-type: none"> <li>Console log</li> </ul>	<ul style="list-style-type: none"> <li>Were jobs run and completed according to the schedule?</li> <li>If not, are the reasons valid?</li> </ul>
<ul style="list-style-type: none"> <li>Exception processing logs</li> </ul>	<ul style="list-style-type: none"> <li>Do operators obtain written or electronic approval from owners when scheduling request-only jobs?</li> <li>Do operators record all exception processing requests?</li> <li>Do operators review the exception processing request log to determine the appropriateness of procedures performed?</li> </ul>
<ul style="list-style-type: none"> <li>Reexecuted jobs</li> </ul>	<ul style="list-style-type: none"> <li>Are all reexecutions of jobs properly authorized and logged for IS management review?</li> <li>Are procedures established for rerunning jobs to ensure that the correct input files are being used and subsequent jobs in the sequence also are rerun, if appropriate?</li> </ul>
<ul style="list-style-type: none"> <li>Personnel</li> </ul>	<ul style="list-style-type: none"> <li>Are personnel who are capable of assigning, changing job schedules or job priorities authorized to do so?</li> </ul>
<p>Source: ISACA, <i>CISA Review Manual</i>, 27<sup>th</sup> Edition, USA, 2019, figure 4.3,  <a href="https://www.isaca.org/bookstore/cisa-exam-resources/crm27ed">https://www.isaca.org/bookstore/cisa-exam-resources/crm27ed</a></p>	