

AUDIT REPORT

IT sphere

Report Generated: 05/12/2025 15:43:47

1. AUDIT INFORMATION

Audit ID:	23	Auditor:	User 43
Audit Title:	IT sphere	Reviewer:	User 8
Audit Type:	internal	Due Date:	30/11/2025
Frequency:	yearly		
Status:	COMPLETED		

2. SLA DETAILS

SLA ID	54
SLA Name	IT Sphere Cloud
SLA Type	AVAILABILITY
Status	ACTIVE
Priority	HIGH
Effective Date	01/01/2024
Expiry Date	31/12/2026

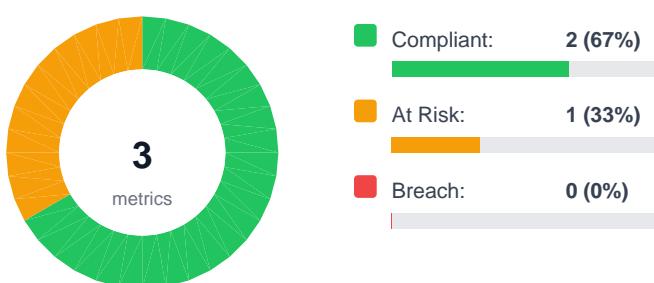
Compliance Score	98.50%
Business Service	Database Infrastructure Management, Performance Monitoring and Optimization, Backup and Recovery Services, Incident Response and Resolution, System Maintenance and Patching
Reporting Frequency	monthly
Baseline Period	Q1 2024
Penalty Threshold	5.00%
Credit Threshold	2.00%
Compliance Framework	AWS Well-Architected Framework
Measurement Methodology	Automated monitoring tools integrated with OCI and the client's observability system
Audit Requirements	{'vendor': 'Submit quarterly reports to client compliance division.'}

4. PERFORMANCE SUMMARY



Last Audit: 2025-11-24

Metrics Distribution:



Target vs Actual Performance Comparison

Availability

ITSphere Cloud • 2025-11-24

Target

Actual

100%

99.92%

99.9%

Backup Completion Rate

ITSphere Cloud • 2025-11-24

Target

Actual

100%

98.00%

198%

Response Time

ITSphere Cloud • 2025-11-24

Target

Actual

100%

200.00ms

198ms

5. AUDIT FINDINGS & OBSERVATIONS

Finding #1

Checked: 24/11/2025

Finding Details	bhnj
Evidence	vgbhnj
Verification Method	ghj
Impact & Recommendations	vgbhnj
Comments	Audit approved by admin

Finding #2

Checked: 24/11/2025

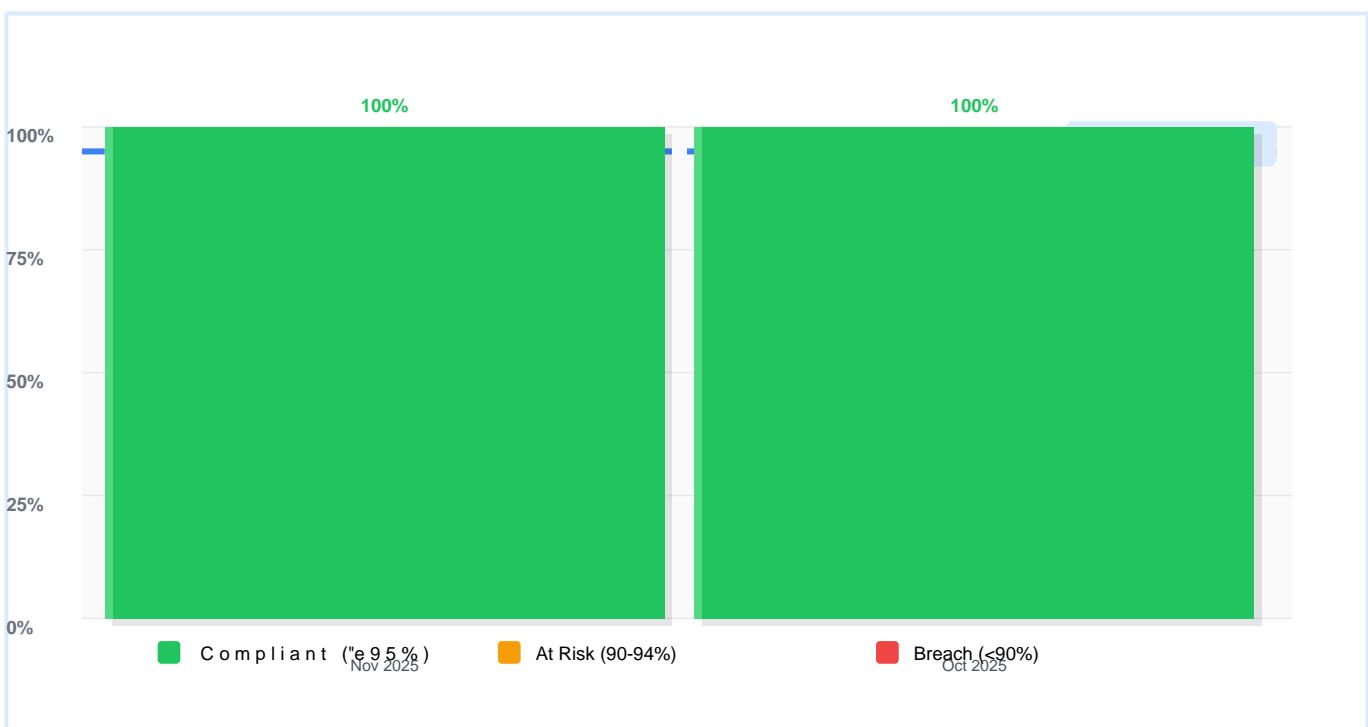
Finding Details	ghjk
Evidence	ghjk
Verification Method	vgbhnj
Impact & Recommendations	vghj
Comments	Audit approved by admin

Finding #3

Checked: 24/11/2025

Finding Details	vgbhnjmk
Evidence	gbhnjmk
Verification Method	gbhnjm
Impact & Recommendations	gvhnjmk
Comments	Audit approved by admin

6. COMPLIANCE TREND ANALYSIS



7. EXECUTIVE SUMMARY

This audit report for "IT sphere" was completed on N/A. The overall SLA compliance rate is 100% with 0 metrics currently in breach. The SLA is meeting performance targets and is in good standing. A total of 3 findings were documented during this audit. This report provides a comprehensive analysis of the SLA performance, metrics comparison, and detailed audit findings for management review and action.

Recommended Actions:

1. Review vendor performance for those identified as at-risk
2. Review and implement recommendations from audit findings
3. Schedule follow-up audit to verify corrective actions