



Audit Tool User Guide



# Table of Contents

Introduction	3
Terminology	4
Scoring & Weighting System	5
Technical Requirements	8
Database Access Diagram	9
Guide	11



## Introduction:

Risk management is a core process and is required to be fully integrated within Dubai Holding (DH) business undertakings and decision making processes. The strategic position of DH is steered from a 'risk' perspective through the Enterprise Risk Management (ERM) framework. The effective, proportionate management of HSE is central to the continued success and reputation of DH. (Refer to Dubai Holding Core Process 3: Steer Strategic Risk Position DH Transition Management Office, Revision#: 3 – September 2013 for risk guidance and methodology & DH HSE Policy (Version 1.1)).

This audit tool is 'unique' as it has been customised to reflect the diverse risk management requirements of DH. The primary aim and intent of the audit tool is to assist, support and guide DH 'Verticals' in demonstrating HSE risks are proficiently controlled and managed. The provision of 'safe' buildings and premises is a core business objective and the importance of 'safety' is fully recognised to enable the Executive to have confidence in the efficacy of the HSE risk mitigation measures applied and they remain both business and cost sensitive.



## **Terminology**

### **Indicators**

A set of questions is called an indicator. An indicator will contain any number of questions which users can enter a compliance rating between 0 (non-compliant or no-evidence) and 10 (fully compliant with supporting evidence.) A '0' rating can also indicate a NON- APPLICABLE (N/A) status (confirmed in Comments Box). Each question also has guidance to help users/auditors select the best suitable and sensitive response as well authoritative references and glossary.

### Locations

The organisation is broken down into appropriate areas which will be evaluated using this audit tool. This will typically reflect the management structure of the organisation. Individual evaluations can be carried out on each Strategic Business Unit (SBU), Cluster, Industrial Park/Area and subsidiary business units or entity.

### Evaluation

The process of taking a set of questions and answering them for an area is referred to as an Evaluation. In this audit tool, an evaluation can be an audit, a self-assessment, an inspection, an interview, etc. In many cases evaluations will be repeated at regular intervals, thus monitoring performance over time. Most management standards require a regular review and this review interval can be incorporated into this audit tool through the indicators. Evaluations can also be started at any time as an unscheduled evaluation.

## Guidance

Supporting information attached to each question to assist users to arrive at the most appropriate answer for the question.

## References

References are given, some being explicit, covering applicable statutory HSE obligations (Laws, Regulations, Directives, Codes etc.) as placed upon Dubai Holding and the verticals by a duly appointed jurisdiction (Federal Government, Dubai Municipality, Civil Defence, Free Zone Authorities etc.).

References also include relevant authoritative international codes, specifications and audit standards.

Dubai Holding (DH) Corporate Governance requirements as published and HSE Policies/directives are also cited.

The presented guidance is not to be interpreted as being definitive and all inclusive. Other statutory instruments (Laws, Regulations, Codes), international or local standards and additional Dubai Holding Corporate requirements may be applicable in the given circumstances.

## Glossary

Definition of terms.

### **Audit**

Systematic, independent and documented process for obtaining audit evidence and evaluating it objectively to determine the extent to which the audit criteria are fulfilled

### Audit Criteria

Primary criteria is identified as local statutory instruments including Laws, Regulations, Codes Directives etc. as well as all applicable and approved internal policies, procedures, directives or requirements set and promulgated by Dubai Holding or a given 'Vertical'

NOTE: Audit criteria are used as a reference against which audit evidence is compared.

## **Audit Evidence**

Records, statements of fact or other information, which are relevant to the audit criteria and verifiable (preferably from two sources)

### Users

Users can register to use the tool with a username and password so any unauthorized access to the data held can be stopped.

## Reports

Displays score information for any number of evaluations in a range of formats. Data can also be displayed graphically.

## Internal Audit

Internal audits are conducted by the DH vertical and form the basis for a self-declaration of conformity/compliance. The 'scope' of an internal audit may include the full 'Corporate' structure and organisation or limited to a discreet Strategic business Unit (SBU) Cluster, Industrial Park or subsidiary business unit or entity. An internal 'Corporate' audit will be conducted by the Verticals internal designated audit team leader i.e. Director of HSE or equivalent or by the respective HSE focal point within the discreet subsidiary business unit/entity.

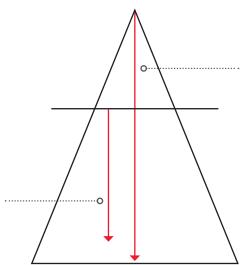
By definition the Verticals internal designated audit team leader may undertake an audit within a discreet subsidiary business unit/entity as deemed appropriate..

## **External Audit**

An External audit, in the given context, relates to an audit undertaken on the instruction and authority of Dubai Holding (the corporate body) An external audit is conducted by external, independent person(s) or an appointed/approved organisations.

## First Tier Audits / Second Tier Audits

See figure.



First Tier Audit
An External or Internal
Audit covering the full
Scope of the 'Vertical'
including all business
units, clusters, and
business units/entities.

Second Tier Audit
An External or Internal
Audit limited in scope to
an individual business
unit, cluster, or entity i.e.
a Hotel, Industrial Park or
subsidiary business units/
entities.



# Scoring & Weighting System

A compliance rating between 0 (non-compliant or no-evidence) and 10 (fully compliant with supporting evidence (more than one source.)) A '0' rating can also be applied to indicate a NON-APPLICABLE (N/A) status (A N/A status should also be confirmed in the Comments Box with justification).

A weighting system is also applied a part of the 'evaluation process'.

WEIGHTING ALLOCATION	
General Requirements, Leadership and Accountability	2.5
Risk Assessment and Management	3
Communications	2
Competency and Training	2
Building Compliance and Asset Integrity	3
Contractors, Suppliers and others	2
Environmental Impact and Conservation	2
Incident Reporting, Emergency/ Crisis Management and Business Continuity	2
Management Review and Continuous Improvement	1.5
	20





# Technical Requirements for Deploy an ASP.Net Web Application (including Security guidance)

# Security

All aspects of the audit software program shall be hosted on the Dubai Holding server. Access to the tool will be assigned to a limited number of persons and strictly controlled. These primary controls should give a high degree of confidence with regard to security and systems maintenance.

# Hardware Requirements

**Processor** - Minimum 1 GHz, Recommended 1 GHz **RAM** - Minimum 512 MB, Recommended 512 MB **Disk space (minimum)** 32-bit - 850 MB, 64-bit - 2 GB.

## **NET Framework**

Microsoft has released several versions of the .NET framework. When hosting a .NET application, we will need to ensure the development platform and the host server has the same versions. Therefore as I'm using .NET version 4.0 your server hosting the pages needs .NET version 4.0 installed.

# Internet Information Service (IIS)

IIS is a hosting application that is included with all of Microsoft's server operating systems. The hosting service is not installed by default, so you will need to add it to the server through the Control Panel's "Add/Remove Software" console. IIS also allows hosts to configure permissions and FTP services to enhance the .NET application. (An example of how to configure IIS in a windows 8 operating system is provided at the end of this document)

## Database Requirement

Application will need SQL Server 2008 R2 (Free express edition will be sufficient) and SQL Server 2008 management studio to be installed in the web server.

# Supported Client Operating Systems

The following lists the operating systems supported by .NET version 4.0:

Windows 7 Ultimate x86, Windows 7 Ultimate N, Windows 7 Ultimate x64, Windows 7 Enterprise x86, Windows 7 Enterprise N, Windows 7 Enterprise x64, Windows 7 Professional x86, Windows 7 Professional N, Windows 7 Professional x64, Windows 7 Home Premium x86, Windows 7 Home Premium N, Windows 7 Home Premium x64, Windows 7 Home Basic x86, Windows 7 Home Basic N, Windows 7 Starter x86, Windows 7 Starter N, Windows Vista Ultimate, Windows Vista Ultimate x64 Edition, Windows Vista Enterprise, Windows Vista Enterprise x64 Edition, Windows Vista Business, Windows Vista Business x64 Edition, Windows Vista Home Premium x64 Edition, Windows Vista Home Basic, Windows Vista Starter Ed. Digital Boost, Windows Vista Starter Ed. Digital Boost (x64), Windows Vista Starter, Windows XP Professional, Windows XP Professional x64 Edition, Windows XP Home Edition.

For all platforms, we recommend that you upgrade to the latest Windows Service Pack and critical updates available from the Windows Update Web site to ensure the best compatibility and security.

# Supported Server Operating Systems

The following lists the supported server operating systems supported by .NET version 4.0:

Windows Essential Business Server Security Server, Windows Essential Business Server Messaging Server, Windows Small Business Server 2008, Windows Small Business Server 2008 without Hyper-V, Windows Small Business Server 2008 Premium Edition, Windows Small Business Server 2008 Prime Edition, Windows Server 2008 R2 Standard 64-Bit Edition, Windows Server 2008 R2 Standard 64-Bit Edition without Hyper-V, Windows Server 2008 R2 Enterprise 64-Bit Edition, Windows Server 2008 R2 Enterprise 64-Bit Edition without Hyper-V, Windows Server 2008 R2 Datacenter 64-Bit Edition, Windows Server 2008 R2 Datacenter 64-Bit Edition without Hyper-V, Windows Server 2008 R2 Web 64-Bit Edition, Windows Server 2008 R2 for Itanium-Based Systems, Windows Server 2008 HPC Edition, Windows Server 2008 for Itanium-Based Systems, Windows Server 2008 Web 32-Bit Edition, Windows Server 2008 Web 64-Bit Edition, Windows Server 2008 Datacenter 32-Bit Edition, Windows Server 2008 Datacenter 32-Bit Edition without Hyper-V, Windows Server 2008 Datacenter 64-bit Edition, Windows Server 2008 Datacenter 64-bit Edition without Hyper-V, Windows Server 2008 Enterprise 32-bit Edition, Windows Server 2008 Enterprise 32-bit Edition without Hyper-V, Windows Server 2008 Enterprise 64-bit Edition, Windows Server 2008 Enterprise 64-bit Edition without Hyper-V, Windows Server 2008 Enterprise for Itanium-based Systems, Windows Server 2008 Standard 32-bit Edition, Windows Server 2008 Standard 32-bit Edition without Hyper-V, Windows Server 2008 Standard 64-bit Edition, Windows Server 2008 Standard 64-bit Edition without Hyper-V, Windows Server 2003 R2 Datacenter Edition, Windows Server 2003 R2 Datacenter x64 Edition, Windows Server 2003 R2 Enterprise Edition, Windows Server 2003 R2 Enterprise x64 Edition, Windows Server 2003 R2 Standard Edition, Windows Server 2003 R2 Standard x64 Edition, Windows Server 2003 Datacenter Edition, Windows Server 2003 Datacenter x64 Edition, Windows Server 2003, Datacenter Edition for Itanium-based Systems, Windows Server 2003 Enterprise Edition, Windows Server 2003 Enterprise x64 Edition, Windows Server 2003, Enterprise Edition for Itanium-based Systems, Windows Server 2003, Professional Edition for Itaniumbased Systems, Windows Server 2003 Standard Edition, Windows Server 2003 Standard x64 Edition, Windows Server 2003 Web Edition, Windows Small Business Server 2003 Premium Edition, Windows Small Business Server 2003 Standard Edition.

For more informatiojn visit <a href="http://msdn.microsoft.com/en-us/library/8z6watww%28v=vs.100%29.aspx">http://msdn.microsoft.com/en-us/library/8z6watww%28v=vs.100%29.aspx</a>

For all platforms, we recommend that you upgrade to the latest Windows Service Pack and critical updates available from the Windows Update Web site to ensure the best compatibility and security. Installation of the latest Windows Service Pack may be required on some operating systems.

On 64-bit operating systems, the .NET Framework supports both WOW64 (32-bit processing on a 64-bit machine) and native 64-bit processing.

The .NET Framework Client Profile is not supported on IA-64-based (Itanium) systems.

The .NET Framework 4 Server Core download is supported on Windows Server 2008 R2 SP1 Server Core or later; it is not supported on earlier Server Core versions. Only server-based features work. Client application features (such as Windows Presentation Foundation and ClickOnce deployment) are not supported. You should test your application thoroughly to ensure that its full functionality is available on Windows Server Core.

For Windows 2003 Server, you must also install Windows Imaging Component (WIC) on the target computer.

For more information visit <a href="http://msdn.microsoft.com/en-us/library/8z6watww%28v=vs.100%29.aspx">http://msdn.microsoft.com/en-us/library/8z6watww%28v=vs.100%29.aspx</a>

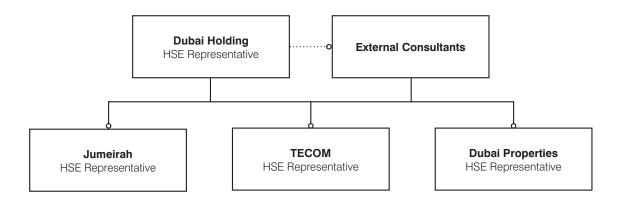
# Additional Software Requirements

## Software

Microsoft Internet Explorer version 6.0 or later

Windows Installer version 3.1 or later.

# Database Access Diagram:



**Dubai Holding - Strategic Risk Management:** Has access to all data.

Appointed Consultant: Has access to all data.

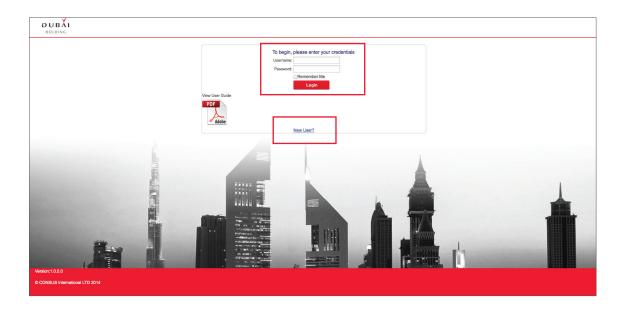
**Jumeirah Group:** Has access to their data only.

**TECOM Investments:** Has access to their data only.

**Dubai Properties:** Has access to their data only.

# Login

You have initially register to use the system by clicking 'New user' link. If you are already an existing user enter your username and password and click 'Login'.



If a new user is required, you will be required to fill out a short form. Once form is complete click the 'Register' button.



Once you have registered, you will be prompted to login.



After successfully logging in, you will be taken to the main page. Here you can access your particular group (Jumeirah Group, Dubai Properties Group or Tecom Investments) by clicking on the logo (in this example we select 'Jumeirah Group').

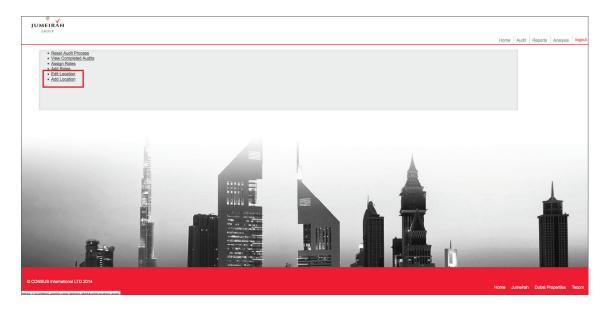


## Locations

Before you start any audit (specially second tier audits) for the first time, you have to add new locations to that particular group. The location will include information on company, building and audit team. To do this click the 'Admin' link.

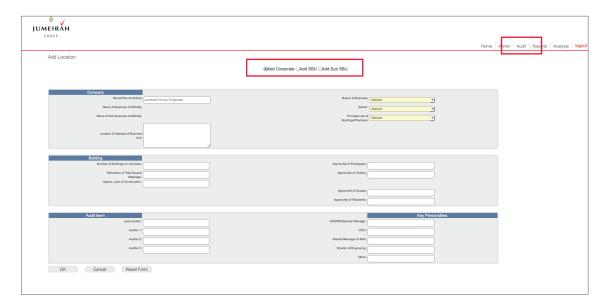


Once the 'Admin' link is clicked you will be taken to the Admin page. Here you can click the 'Add Location' link. This page also allows you to edit a location, if existing locations already exist in the database.



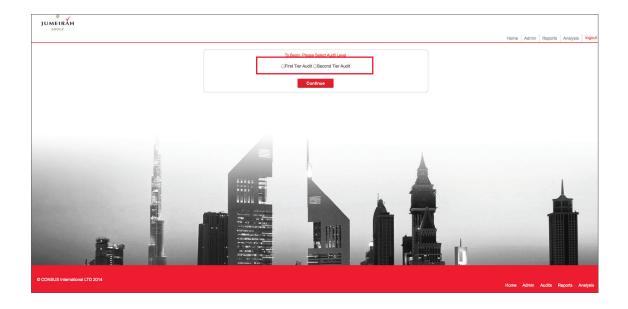
The 'Add Location' page lets you add either a 'Corporate', 'SBU' or 'Sub SBU' location. Once your new location has been added you will be prompted with a message to let you know if your location was successfully added to the database or not.

Then select the 'Audit' link to begin the audit process.



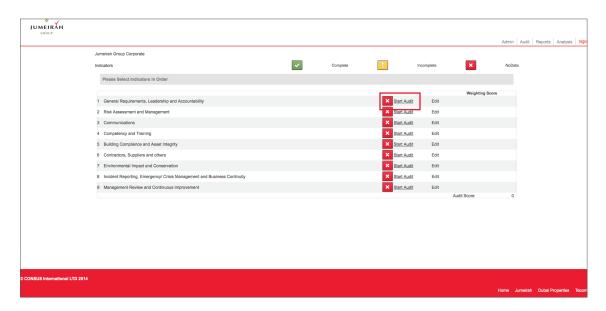
# **Auditing**

After clicking the 'Audit' link you will be taken to the start of the audit pages. Here you need to choose whether you are doing a 'First Tier Audit' or a 'Second Tier Audit', then click 'Continue'.



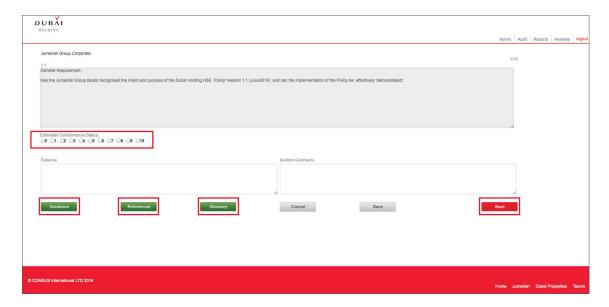
After choosing 'First Tier Audit' or 'Second Tier Audit' you will see a list of indicators (sets of questions). Each indicator will be labelled either 'Complete', 'Incomplete' or 'No Data'.

To start an audit of a particular indicator, click the 'Start Audit' link.



You will then be shown a number of questions within that indicator. You will need to provide an estimated 'Conformance Score' by selecting a radio button from 0-10 and providing evidence and comments regarding that judgement for each question.

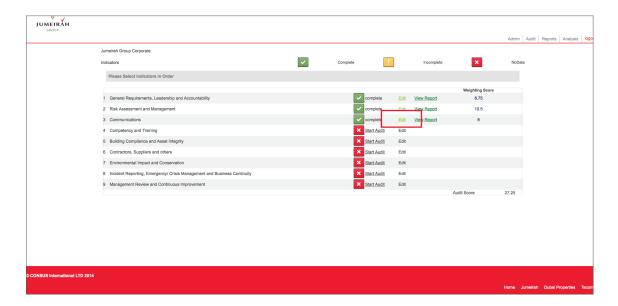
After a question is complete click the 'Next' button to see the next question.



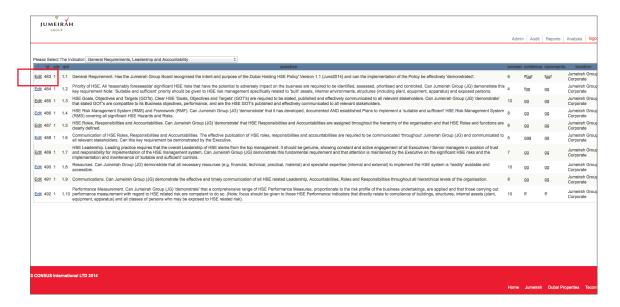
You also have the option to check 'Guidance'. 'References' and 'Glossary' by clicking the particular button.

At anytime through an audit, you have the option to edit any previous answers you may have given within a completed indicator by clicking the 'Edit' link.

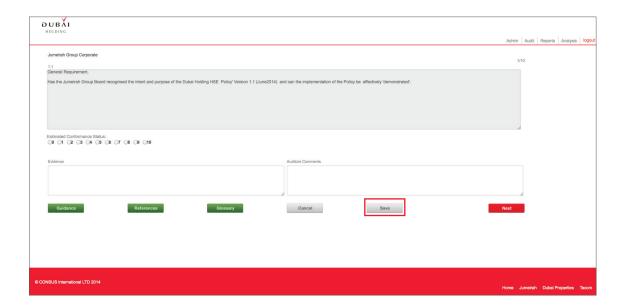
You also have the option to view a report at anytime by clicking the 'View Report' link and view weighting score.



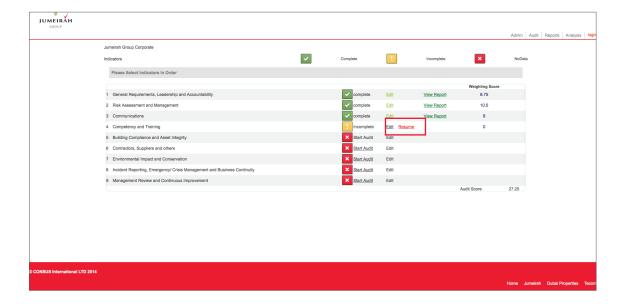
After clicking the 'Edit' link you will taken to a list of stored questions and answers within that particular indicator. Click the 'Edit' link to edit particular answer (use drop down menu to select a different indicator).



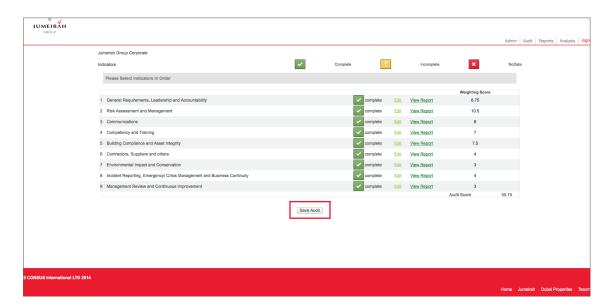
You also have the option to save the data half way through an indicator by clicking the 'Save' button.



To resume the indicator questions at a later date click the 'Resume' button.



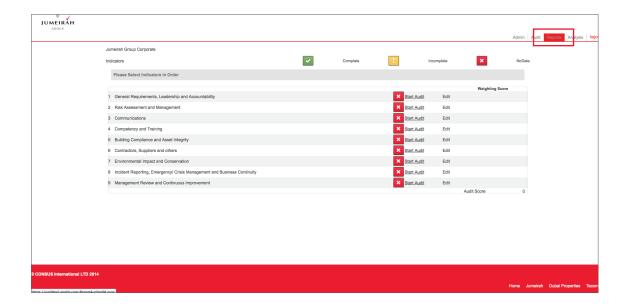
Once you have completed an audit, you're final audit score is calculated. Once happy with your answers click the 'Save Audit' button.



WARNING: Once the 'Save Audit' button is pressed your data is stored into the database and cannot be amended.

# Reports

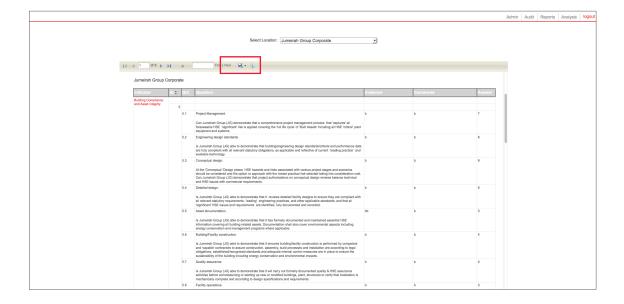
To view your data reports click the 'Reports' link.



From the drop down menu select the particular location you have just completed an audit for.

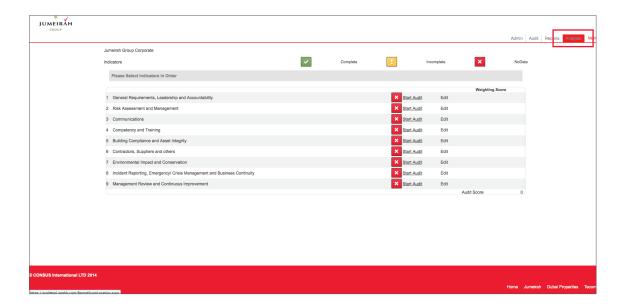


Your data will be displayed as an audit report, you also have the option to save documents to different file formats and later print them off.



# Analysis

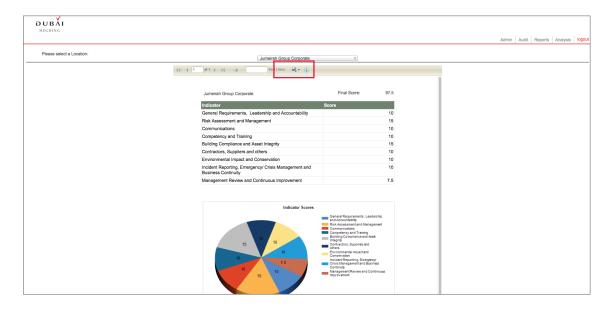
To view analysis and charts of your data click the 'Analysis' link.



From the drop down menu select the particular location you have just completed an audit for.



Analysis will be based on each location's 'Weighting Score' which will be calculated at the end of completing a particular Indicator. You also have the option to save document to different file formats and later print them off.



To logout of system click the 'Logout' link.

