

eGov JAMAICA LIMITED

Full System Audit

Internal Audit Report

CONFORMITY REPORTS – CLIENT RELATIONSHIP MANAGEMENT - (CRM PRMD)

Audit of: Client Relationship Management - (CRM PRMD)	Auditor: Melville McIntosh	Audit Criteria: BPD Processess Documentation	Auditees:
Audit Evidence:			
Copy of proposal, business cases & Department Work-plans			
Evaluation:			
Effectiveness:			

CONFORMITY REPORTS – CLIENT RELATIONSHIP MANAGEMENT - (CRM PRMD)

Audit of: Client Relationship Management - (CRM PRMD)	Auditor: Melville McIntosh	Audit Criteria: BPD Processess Documentation	Auditees:
Audit Evidence:			
Copy of Contracts, Status in pipeline & client Listing showing associated managers			
Evaluation:			
Effectiveness:			

CONFORMITY REPORTS – CLIENT RELATIONSHIP MANAGEMENT - (CRM PRMD)

Audit of: Client Relationship Management - (CRM PRMD)	Auditor: Melville McIntosh	Audit Criteria: BPD Processess Documentation	Auditees:
Audit Evidence:			

Service catalogue and Customer survey results
Evaluation:
Effectiveness: