

eGov JAMAICA LIMITED

Full System Audit

Internal Audit Report

CONFORMITY REPORTS – 1 INTERNAL AUDIT -EXEC MGMT (IAD)

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| Audit of: 1 Internal Audit -Exec Mgmt (IAD) | Auditor: Alexis Gayle | Audit Criteria: ISO 9001:2015 Clause 8.1.1(a) | Auditees: |
| Audit Evidence: | | | |
| Strategic Business Plan 2022-2026 | | | |
| Evaluation: | | | |
| I have received and reviewed the Strategic business plan 2022-2026 and deemed it to comply with the requirement of ISO 9001:2015 Clause 8.1.1(a) which states The organization shall plan, implement and control the processes (see 4.4) needed to meet the requirements for the provision of products and services. | | | |
| Effectiveness: | | | |

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| Audit of: 1 Internal Audit -Exec Mgmt (IAD) | Auditor: Alexis Gayle | Audit Criteria: ISO 9001 2015 Clause 6.3 Planning for changes | Auditees: |
| Audit Evidence: | | | |
| eGov Jamaica Limited New Classification Schedule Structure - MOFP cover letter - May 4, 2015 | | | |
| Evaluation: | | | |
| I have received and reviewed the eGov Jamaica Limited New Classification Schedule Structure - MOFP cover letter - May 4, 2015 and deemed there is conformance according to the requirement ISO 9001:2015 Clause 6.3 which speaks to the planning of changes and ISO 9001:2015 Clause 8.2.4 which speaks to changes to requirements for products and services. | | | |
| Effectiveness: | | | |

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| Audit of: 1 Internal Audit -Exec Mgmt (IAD) | Auditor: Alexis Gayle | Audit Criteria: N/A | Auditees: |
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| Audit Evidence: |
| Company Overview of eGov Jamaica Ltd Strategic Business Plan 2022-2026 |
| Evaluation: |
| I have received and reviewed the company overview in eGov's Jamaica Ltd Strategic Business Plan 2022-2026 and conclude they are in accordance with the requirement ISO 9001:2015 Clause 5.3 which addresses the organizational role. I have reviewed the organisation chart and conclude roles are clearly defined and in accordance with the requirements of iso9001:2015 clause 5.3 |
| Effectiveness: |

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| Audit of: 1 Internal Audit -Exec Mgmt (IAD) | Auditor: Alexis Gayle | Audit Criteria: ISO 9001:2015 Clause 5.1 | Auditees: |
| Audit Evidence: | | | |
| eGov Jamaica Limited Annual Report 2019-2020 | | | |
| Evaluation: | | | |
| I have received and reviewed eGov Jamaica Limited Annual Report 201-2020 according to the requirement ISO 9001:2015 Clause 5.1 which looks at leadership and their commitment. The document supports the leadership commitment required in that the company receives a subvention from the Government as well as they acquire other operating income through services offered which is used to fund customer-centric quality focus products and services. | | | |
| Effectiveness: | | | |

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| Audit of: 1 Internal Audit -Exec Mgmt (IAD) | Auditor: Alexis Gayle | Audit Criteria: ISO 9001:2015 Clause 9.1.1a | Auditees: |
| Audit Evidence: | | | |
| CEO Monthly Report for Board of Directors (April – May 2022) Third Quarter Performance Report Scorecard – FY 2021/2022 | | | |
| Evaluation: | | | |

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| <p>I have received and reviewed the CEO Monthly Report for Board of Directors (April – May 2022) and Third Quarter Performance Report Scorecard – FY 2021/2022 and conclude conformance according to the requirement of ISO 9001:2015 Clause 9.1.1(a) which states the organization shall determine what needs to be monitored and measured and ISO 9001:2015 Clause 9.1.1(b) which states The organization shall determine the methods for monitoring, measurement, analysis and evaluation needed to ensure valid results.</p> |
| <p>Effectiveness:</p> |

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| Audit of: 1 Internal Audit -Exec Mgmt (IAD) | Auditor: Alexis Gayle | Audit Criteria: ISO 9001:2015 Clause 5.1.2 | Auditees: |
| <p>Audit Evidence:</p> <p>- eGovJa Customer Experience Steering Committee Terms of Reference (2018) - eGovja Customer Experience Strategy 2021 - CX Success and Challenge - 2021-2022 Results and Analysis of eGovja External Customer Satisfaction Survey - Technical Services Ticket Performance - May 18, 2022 - CESComm Kanban</p> | | | |
| <p>Evaluation:</p> <p>I have received and reviewed eGovJa Customer Experience Steering Committee Terms of Reference (2018), eGovja Customer Experience Strategy 2021, CX Success and Challenge, 2021-2022 Results and Analysis of eGovja External Customer Satisfaction Survey, Technical Services Ticket Performance - May 18, 2022, CESComm Kanban which ensure the company embarked on a Customer Experience strategy to achieve a culture of customer centricity. I conclude they conform with the requirements under ISO9001 Clause 5.1.2</p> | | | |
| <p>Effectiveness:</p> | | | |