

eGov JAMAICA LIMITED

Full System Audit

Internal Audit Report

CONFORMITY REPORTS – INFRASTRUCTURE MANAGEMENT - ELWECRTRICAL POWER INFRASTRUCTURE (DCE - OSS)

Audit of: Infrastructure Management - Elwecrtrical Power Infrastructure (DCE - OSS)	Auditor: Howard McCalla	Audit Criteria: ISO 9001 2015 Clause 7.1.3 - Infrastructure	Auditees:
Audit Evidence:			
Request Documentation Presented, depends on where its coming from. email from CRM acting for a MDA or a department in EGOV.to be presented			
Evaluation:			
Mature process. Documentation of request is available. both internal and from MDA			
Effectiveness:			

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Audit of: Infrastructure Management - Elwecrtrical Power Infrastructure (DCE - OSS)	Auditor: Howard McCalla	Audit Criteria: ISO 9001:2015 Clause 8.1	Auditees:
Audit Evidence:			
Request from SMS/MDA and site visit finding in documentation agreement			
Evaluation:			
for external customer request: Investigation in tandem with other OSS teams ITSECOPS, SMS and documented in report showing findings. It was determined that the DCE was Meeting the requirements of (ISO 9001 Clause 8.1) and their own internal procedures And the relevant ISO 90001 -2015 standard based on: A. interview with the manager [Y] and officers [] B. documented information retained by the department [Y]			
Effectiveness:			

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Audit Evidence:			
Technical Specification Document associated with tendering document			
Evaluation:			
a report is produced . a more technical document is provided for tendering usage. scope has to be significant			
Effectiveness:			

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Audit of: Infrastructure Management - Elwecrtrical Power Infrastructure (DCE - OSS)	Auditor: Howard McCalla	Audit Criteria: ISO 9001:2015 Clause 7.4 Communication	Auditees:
Audit Evidence:			
Transmission of report of the findings and recommendations to CRM that initiated the request to help develop the detail technical document for tendering process			
Evaluation:			
the technical report is transmitted to CRM to help in develop that detailed requirement specification.			
Effectiveness:			

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Audit of:	Auditor: Howard	Audit Criteria: ISO	Auditees:
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Infrastructure Management - Elwecrtrical Power Infrastructure (DCE - OSS)	McCalla	9001:2015 Clause 8.1	
Audit Evidence:			
Engineers test report to be presented.			
Evaluation:			
Verification tools used to measure but documentation not available.for all such tasks. available for some.			
Effectiveness:			

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Audit Evidence:			
Monthly report of tasks undertaken by the department.			
Evaluation:			
if it is internal low voltage work at egov may be done by team. For external MDA work or high voltage it is done by contractors Monthly report of tasks undertaken by the department.			
Effectiveness:			

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OSS)			
Audit Evidence:			
reference to JS21 and EGOV's distribution guidelines made.			
Evaluation:			
The standards are known and adhered to by the Infrastructure maintenance team.			
Effectiveness:			

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Audit of: Infrastructure Management - Elwecrtrical Power Infrastructure (DCE - OSS)	Auditor: Howard McCalla	Audit Criteria: ISO 9001 2015 CLAUSE 9.1.3 - Analysis and Evaluation	Auditees:
Audit Evidence:			
contract SLA and KPI			
Evaluation:			
contracts are the sole source			
Effectiveness:			