

# eGov JAMAICA LIMITED

Full System Audit

Internal Audit Report

## CONFORMITY REPORTS – AGILE TRAINING - AGILE CENTER OF EXCELLENCE (ACOE - EXEC MGMT.)

Audit of: Agile Training - Agile Center of Excellence (ACOE - Exec Mgmt.)	Auditor: Latrecia Fletcher	Audit Criteria: ISO 9001:2015 Clause 7.5.3- Control and Documented Information	Auditees:
Audit Evidence:			
PowerPoint Presentation			
Evaluation:			
Training material are revised periodically to ensure that they are up-to-date with best practices.			
Effectiveness:			

## CONFORMITY REPORTS – AGILE TRAINING - AGILE CENTER OF EXCELLENCE (ACOE - EXEC MGMT.)

Audit of: Agile Training - Agile Center of Excellence (ACOE - Exec Mgmt.)	Auditor: Latrecia Fletcher	Audit Criteria: Agile Metric	Auditees:
Audit Evidence:			
Agile Metric			
Evaluation:			
Trainings are conducted with the project team at the beginning of each project, when there is a new manager and, other Agile staff.			
Effectiveness:			

## CONFORMITY REPORTS – AGILE TRAINING - AGILE CENTER OF EXCELLENCE (ACOE - EXEC MGMT.)

Audit of: Agile Training - Agile	Auditor: Latrecia Fletcher	Audit Criteria: Agile Guide	Auditees:
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Center of Excellence (ACOE - Exec Mgmt.)			
Audit Evidence:			
PowerPoint Presentation			
Evaluation:			
The following documents and best practices are used in the preparation of training material: - Agile Standards Guide - Scrum Book of Knowledge - Industry Best Practice - Agile Manifesto,			
Effectiveness:			

### CONFORMITY REPORTS – AGILE TRAINING - AGILE CENTER OF EXCELLENCE (ACOE - EXEC MGMT.)

Audit of: Agile Training - Agile Center of Excellence (ACOE - Exec Mgmt.)	Auditor: Latrecia Fletcher	Audit Criteria: ISO 9001:2015 Clause 7.5 - Documented Information	Auditees:
Audit Evidence:			
Agile Standards Guide, Industry Best Practice - Agile Manifesto, Scrum Book of Knowledge and Scrum Guide Internal Templates			
Evaluation:			
The following are policies and procedures which guide the operations at the Agile Centre of Excellence - Agile Standards Guide - developed using industry best practices and Industry Best Practices - Agile Manifesto, Scrum Guide, ScrumBOK (Scrum.org) There are no Standard Operating Procedure, however templates (Agile Health Checks) have been developed to guide the different processes with the ACOE.			
Effectiveness:			

### CONFORMITY REPORTS – AGILE TRAINING - AGILE CENTER OF EXCELLENCE (ACOE - EXEC MGMT.)

Audit of: Agile Training - Agile Center of Excellence	Auditor: Latrecia Fletcher	Audit Criteria: ISO 9001:2015 Clause 7.5 - Documented	Auditees:
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(ACOE - Exec Mgmt.)		Information	
Audit Evidence:			
Course Outline PowerPoint Presentation			
Evaluation:			
The following documents are made available for each training session: - Copy of Course Outline - Copy of PowerPoint Presentation - Registers			
Effectiveness:			

## CONFORMITY REPORTS – AGILE TRAINING - AGILE CENTER OF EXCELLENCE (ACOE - EXEC MGMT.)

Audit of: Agile Training - Agile Center of Excellence (ACOE - Exec Mgmt.)	Auditor: Latrecia Fletcher	Audit Criteria: ISO 9001:2015 Clause 10.1 - Improvement (General)	Auditees:
Audit Evidence:			
Checklist Recommendations Appraisal			
Evaluation:			
Some controls implemented to ensure process improvement are: - Follow-ups - Appraisal at the end of sprint - Recommendations - Use of checklist with departments and software teams			
Effectiveness:			

NONCONFORMITY REPORT		
Incident Identification Number: 000000.00001		
Non-Conformity Report #: 1	Auditor (s): Latrecia Fletcher	Date: June 22, 2022
Audit of : Agile Training - Agile Center of Excellence (ACOE - Exec Mgmt.)	Audit Criteria: ISO 9001:2015 Clause 7.1.1 (a) - Resources	
Statement of Nonconformity:		
The Agile Department is not recognized on the current organizational chart. They		

form a part of the Project Management Office. The Department requires three (3) Agile Coaches to adequately carry out the functions; however, there are only two (2) Coaches assigned.

Responsible Party: Cassandra Duricka

Auditor Signature:

Signature:

## OPPORTUNITY REPORT

Incident Identification Number: 000000.00001

Opportunity Report #: 1	Auditor (s): Latrecia Fletcher	Date: June 22, 2022
Audit of : Agile Training - Agile Center of Excellence (ACOE - Exec Mgmt.)	Audit Criteria: ISO 9001:2015 Clause 7.2 - Competence	
<p>Statement of Opportunity:</p> <p>The Team has the required competencies according to the Job Description. Individuals participate in training via Udemy, but live training would allow for hands on learning and networking. Not all coaches are Certified Agile Coach.</p>		
Responsible Party: Cassandra Duricka		
Auditor Signature:	Signature:	