

eGov JAMAICA LIMITED

Full System Audit

Internal Audit Report

CONFORMITY REPORTS – FIREWALL CONFIGURATION AND IMPLEMENTATION (SITRM - OSS)

Audit of: Firewall configuration and Implementation (SITRM - OSS)	Auditor: Adoree Mathews	Audit Criteria: ISO 9001:2015 Clause 9.1.1(a)	Auditees:
<p>Audit Evidence:</p> <p>We observe the team using the PRTG Application where they showed us how the firewall is monitored</p>			
<p>Evaluation:</p> <p>Based on my observation of the PRTG Application relating to firewall management I can conclude that the application was working according to the requirement (req doc) and the requirements of ISO 9001:2015 Clause 9.1.1(a) which states that the organization shall determine what needs to be monitored and measured;</p>			
<p>Effectiveness:</p>			

CONFORMITY REPORTS – FIREWALL CONFIGURATION AND IMPLEMENTATION (SITRM - OSS)

Audit of: Firewall configuration and Implementation (SITRM - OSS)	Auditor: Adoree Mathews	Audit Criteria: N/A	Auditees:
<p>Audit Evidence:</p> <p>We observe the team using the PRTG Application where they showed us how the firewall is monitored</p>			
<p>Evaluation:</p> <p>Based on my observation of the PRTG Application relating to firewall management I can conclude that the application was working according to the requirement (req doc) and the requirements of ISO 9001:2015 Clause 9.1.1(b) which states that The organization shall determine the methods for monitoring, measurement, analysis and evaluation needed to ensure valid results;</p>			
<p>Effectiveness:</p>			

CONFORMITY REPORTS – FIREWALL CONFIGURATION AND IMPLEMENTATION (SITRM - OSS)

Audit of: Firewall configuration and Implementation (SITRM - OSS)	Auditor: Adoree Mathews	Audit Criteria: N/A	Auditees:
<p>Audit Evidence:</p> <p>We observe the team using the PRTG Application where they showed us how the firewall is monitored</p>			
<p>Evaluation:</p> <p>Based on my observation of the PRTG Application relating to firewall management I can conclude that the application was working according to the requirement (req doc) and the requirements of ISO 9001:2015 Clause 9.1.1(c) The organization shall determine when the monitoring and measuring shall be performed; We observe that all devices were in the application and being monitored .</p>			
<p>Effectiveness:</p>			

CONFORMITY REPORTS – FIREWALL CONFIGURATION AND IMPLEMENTATION (SITRM - OSS)

Audit of: Firewall configuration and Implementation (SITRM - OSS)	Auditor: Adoree Mathews	Audit Criteria: N/A	Auditees:
<p>Audit Evidence:</p> <p>The OSS monthly report</p>			
<p>Evaluation:</p> <p>Monthly reported was received</p>			
<p>Effectiveness:</p>			

CONFORMITY REPORTS – FIREWALL CONFIGURATION AND IMPLEMENTATION (SITRM - OSS)

Audit of: Firewall configuration and Implementation	Auditor: Adoree Mathews	Audit Criteria: ISO 9001:2015 Clause 9.1.1(f)	Auditees:
---	-------------------------	---	-----------

(SITRM - OSS)			
Audit Evidence:			
OSS Monthly Report			
Evaluation:			
KPIs tracked in the monthly report			
Effectiveness:			

CONFORMITY REPORTS – FIREWALL CONFIGURATION AND IMPLEMENTATION (SITRM - OSS)

Audit of: Firewall configuration and Implementation (SITRM - OSS)	Auditor: Adoree Mathews	Audit Criteria: ISO 9001:2015 Clause 8.1.1(a)	Auditees:
Audit Evidence:			
We saw the firewall upgrade notification in the SysAid Application			
Evaluation:			
Based on my observation of the SysAid Application relating to firewall upgrades I can conclude that notifications are sent for upgrades of services for stakeholders t according to the requirement (req doc) and the requirements of ISO 9001:2015 Clause 8.1.1(a) which states that the organization shall plan, implement and control the processes (see 4.4) needed to meet the requirements for the provision of products and services, and to implement the actions determined in Clause 6, by: a) determining the requirements for the products and services; ;			
Effectiveness:			

CONFORMITY REPORTS – FIREWALL CONFIGURATION AND IMPLEMENTATION (SITRM - OSS)

Audit of: Firewall configuration and Implementation (SITRM - OSS)	Auditor: Adoree Mathews	Audit Criteria: ISO 9001:2015 Clause 6.2.1 (f)	Auditees:
Audit Evidence:			
The Operation Support Services Monthly Report Dec 2021			
Evaluation:			

Based on the findings from the Operation Support Services Monthly Report December 2021 I see where Key performance indicators are tracked on a monthly basis and are captured according to the requirements of ISO9001:2015 clause 6.2.1 (f) which states that The organization shall maintain documented information on the quality objectives.

Effectiveness:

CONFORMITY REPORTS – FIREWALL CONFIGURATION AND IMPLEMENTATION (SITRM - OSS)

Audit of: Firewall configuration and Implementation (SITRM - OSS)	Auditor: Adoree Mathews	Audit Criteria: ISO 9001:2015 Clause 8.2.4	Auditees:
Audit Evidence:			
The SysAid Application tool extract of requests and changes			
Evaluation:			
Based on my observation of the SysAid Application relating to firewall changes and requests I can conclude that the data was represented and present according to what is required of the ISO 9001:2015 Clause 8.2.4 which states that the organization shall ensure that relevant documented information is amended, and that relevant persons are made aware of the changed requirements, when the requirements for products and services are changed.			
Effectiveness:			

CONFORMITY REPORTS – FIREWALL CONFIGURATION AND IMPLEMENTATION (SITRM - OSS)

Audit of: Firewall configuration and Implementation (SITRM - OSS)	Auditor: Adoree Mathews	Audit Criteria: ISO 9001:2015 Clause 8.1.1(a)	Auditees:
Audit Evidence:			
Access Control Policy Dec 2021, Organization of Information Security Policy, Operation Security Policy Dec 2021			
Evaluation:			

Based on the Evidence provided in the Access Control Policy Dec 2021, Organization of Information Security Policy and Operation Security Policy Dec 2021, I can conclude that the organization has sufficient documentation to mitigate against unauthorized access according to the requirements of ISO 9001:2015 Clause 8.1.1(a)

Effectiveness: