

# eGov JAMAICA LIMITED

Full System Audit

Internal Audit Report

## CONFORMITY REPORTS – APPLICATION MAINTENANCE AND SUPPORT (AMS - BSS)

Audit of: Application Maintenance and Support (AMS - BSS)	Auditor: Mark A. Campbell	Audit Criteria: ISO 9001:2015 Clause 7.1.1 - General	Auditees: Norma Winkle
<p>Audit Evidence:</p> <p>Tickets assigned to the AMS team were observed via the SysAid Application.</p>			
<p>Evaluation:</p> <p>Based on the evaluation of process step: Ticketing It was determined that the organization was Meeting the requirements of ('SEC-PRO-14-02 Software Maintenance Procedure') And the relevant ISO 90001 -2015 standard based on: A. interview with requisite managers [X] and officers [ ] B. documented information retained by the department [X] Which is listed in the evidence column of the report.</p>			
<p>Effectiveness:</p>			

## CONFORMITY REPORTS – APPLICATION MAINTENANCE AND SUPPORT (AMS - BSS)

Audit of: Application Maintenance and Support (AMS - BSS)	Auditor: Mark A. Campbell	Audit Criteria: ISO 9001:2015 Clause 9.1.2	Auditees: Norma Winkle
<p>Audit Evidence:</p> <p>1. Tickets are successfully closed after client agree of satisfactory job. Several closed AMS tickets observed via System Aid</p>			
<p>Evaluation:</p> <p>Based on the evaluation of process step: Assessment &amp; Approval It was determined that the organization was Meeting the requirements of (SEC-PRO-14-02 Software Maintenance Procedure) And the relevant ISO 90001 -2015 standard based on: A. interview with requisite managers [X] and officers [ ] B. documented information retained by the department [X] Which is listed in the evidence column of the report.</p>			
<p>Effectiveness:</p>			

## CONFORMITY REPORTS – APPLICATION MAINTENANCE AND SUPPORT (AMS - BSS)

Audit of: Application Maintenance and Support (AMS - BSS)	Auditor: Mark A. Campbell	Audit Criteria: ISO 9001:2015 Clause 9.1.3	Auditees: Norma Winkle
<p>Audit Evidence:</p> <p>The SOP 'SEC-PRO-14-02 Software Maintenance Procedure' was provided.</p>			
<p>Evaluation:</p> <p>Based on the evaluation of process step: Assessment &amp; Approval It was determined that the organization was Meeting the requirements of ('SEC-PRO-14-02 Software Maintenance Procedure') And the relevant ISO 90001 -2015 standard based on: A. interview with requisite managers [X] and officers [ ] B. documented information retained by the department [X] Which is listed in the evidence column of the report.</p>			
<p>Effectiveness:</p>			

## CONFORMITY REPORTS – APPLICATION MAINTENANCE AND SUPPORT (AMS - BSS)

Audit of: Application Maintenance and Support (AMS - BSS)	Auditor: Mark A. Campbell	Audit Criteria: ISO 9001:2015 Clause 9.1.3	Auditees: Norma Winkle
<p>Audit Evidence:</p> <p>SEC-PRO-14-02 Software Maintenance Procedure seen</p>			
<p>Evaluation:</p> <p>Based on the evaluation of process step: Assessment &amp; Approval It was determined that the organization was Meeting the requirements of ('SEC-PRO-14-02 Software Maintenance Procedure') And the relevant ISO 90001 -2015 standard based on: A. interview with requisite managers [X] and officers [ ] B. documented information retained by the department [X] Which is listed in the evidence column of the report.</p>			
<p>Effectiveness:</p>			

## CONFORMITY REPORTS – APPLICATION MAINTENANCE AND SUPPORT (AMS - BSS)

Audit of: Application Maintenance and Support (AMS - BSS)	Auditor: Mark A. Campbell	Audit Criteria: ISO 9001:2015 Clause 8.2.3	Auditees: Norma Winkle
<p>Audit Evidence:</p> <p>SEC-PRO-14-02 Software Maintenance Procedure and Application Maintenance &amp; Support (AMS) - BSS procedure seen</p>			
<p>Evaluation:</p> <p>Based on the evaluation of process step: Coding It was determined that the organization was Meeting the requirements of ('SEC-PRO-14-02 Software Maintenance Procedure') And the relevant ISO 90001 -2015 standard based on: A. interview with requisite managers [X] and officers [ ] B. documented information retained by the department [X] Which is listed in the evidence column of the report.</p>			
<p>Effectiveness:</p>			

### CONFORMITY REPORTS – APPLICATION MAINTENANCE AND SUPPORT (AMS - BSS)

Audit of: Application Maintenance and Support (AMS - BSS)	Auditor: Mark A. Campbell	Audit Criteria: ISO 9001:2015 Clause 8.2.3.2	Auditees: Norma Winkle
<p>Audit Evidence:</p> <p>Requirement Specification Report seen</p>			
<p>Evaluation:</p> <p>Based on the evaluation of process step: Coding It was determined that the organization was Meeting the requirements of ('SEC-PRO-14-02 Software Maintenance Procedure') And the relevant ISO 90001 -2015 standard based on: A. interview with requisite managers [X] and officers [ ] B. documented information retained by the department [X] Which is listed in the evidence column of the report.</p>			
<p>Effectiveness:</p>			

### CONFORMITY REPORTS – APPLICATION MAINTENANCE AND SUPPORT (AMS - BSS)

Audit of: Application Maintenance and	Auditor: Mark A. Campbell	Audit Criteria: ISO 9001:2015 Clause	Auditees: Norma Winkle
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Support (AMS - BSS)		8.5.1(c)	
<p>Audit Evidence:</p> <p>email seen giving instructions to move to production after a successful change review (email from Bonnie to CRMU regarding CRR 249904 2. CAB change procedure seen</p>			
<p>Evaluation:</p> <p>Based on the evaluation of process step: Testing It was determined that the organization was Meeting the requirements of ('SEC-PRO-14-02 Software Maintenance Procedure') And the relevant ISO 90001 -2015 standard based on: A. interview with requisite managers [X] and officers [ ] B. documented information retained by the department [X] Which is listed in the evidence column of the report.</p>			
<p>Effectiveness:</p>			

### CONFORMITY REPORTS – APPLICATION MAINTENANCE AND SUPPORT (AMS - BSS)

Audit of: Application Maintenance and Support (AMS - BSS)	Auditor: Mark A. Campbell	Audit Criteria: SEC-PRO-14-02 Software Maintenance Procedure	Auditees: Norma Winkle
<p>Audit Evidence:</p> <p>1. SEC-PRO-14-02 Software Maintenance Procedure 2. CAB change management procedure 3. CAB Operating Guidelines</p>			
<p>Evaluation:</p> <p>Based on the evaluation of process step: Testing It was determined that the organization was Meeting the requirements of ('SEC-PRO-14-02 Software Maintenance Procedure') And the relevant ISO 90001 -2015 standard based on: A. interview with requisite managers [X] and officers [ ] B. documented information retained by the department [X] Which is listed in the evidence column of the report.</p>			
<p>Effectiveness:</p>			

### CONFORMITY REPORTS – APPLICATION MAINTENANCE AND SUPPORT (AMS - BSS)

Audit of: Application Maintenance and	Auditor: Mark A. Campbell	Audit Criteria: ISO 9001:2015 Clause	Auditees: Norma Winkle
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Support (AMS - BSS)		9.1.1 (b)	
Audit Evidence:			
Application Maintenance Development Plan section was seen in the AMS SOP			
Evaluation:			
Based on the evaluation of process step: Retirement It was determined that the organization was Meeting the requirements of ('ISO 9001:2015 Clause 9.1.1(b) & 9.1.3') And the relevant ISO 90001 -2015 standard based on: A. interview with requisite managers [X] and officers [ ] B. documented information retained by the department [X] Which is listed in the evidence column of the report.			
Effectiveness:			

### CONFORMITY REPORTS – APPLICATION MAINTENANCE AND SUPPORT (AMS - BSS)

Audit of: Application Maintenance and Support (AMS - BSS)	Auditor: Mark A. Campbell	Audit Criteria: ISO 9001:2015 Clause 7.1.1 - General	Auditees: Norma Winkle
Audit Evidence:			
Tickets seen within ticketing system with track history detail for AMS tickets			
Evaluation:			
Based on the evaluation of process step: Ticketing It was determined that the organization was Meeting the requirements of ('ISO 9001:2015 Clause 7.1.1') And the relevant ISO 90001 -2015 standard based on: A. interview with requisite managers [X] and officers [ ] B. documented information retained by the department [X] Which is listed in the evidence column of the report.			
Effectiveness:			

### CONFORMITY REPORTS – APPLICATION MAINTENANCE AND SUPPORT (AMS - BSS)

Audit of: Application Maintenance and Support (AMS - BSS)	Auditor: Mark A. Campbell	Audit Criteria: SEC-PRO-14-02 Software Maintenance Procedure	Auditees: Norma Winkle
Audit Evidence:			

SEC-PRO-14-02 Software Maintenance Procedure
<p>Evaluation:</p> <p>Based on the evaluation of process step: Software Maintenance Procedure It was determined that the organization was not Meeting the requirements of ('Software Maintenance Procedure) And the relevant ISO 90001 -2015 standard based on: A. interview with requisite managers [X] and officers [ ] B. documented information retained by the department [X] Which is listed in the evidence column of the report.</p> <p>Effectiveness:</p>

### CONFORMITY REPORTS – APPLICATION MAINTENANCE AND SUPPORT (AMS - BSS)

Audit of: Application Maintenance and Support (AMS - BSS)	Auditor: Mark A. Campbell	Audit Criteria: ISO 9001 2015 clause 7.2 & 7.3	Auditees: Norma Winkle
<p>Audit Evidence:</p> <p>AMS SOP outlines the various roles and responsibilities.</p>			
<p>Evaluation:</p> <p>Based on the evaluation of process step: Head of Department It was determined that the organization was not Meeting the requirements of ('SEC-PRO-14-02 Software Maintenance Procedure) And the relevant ISO 90001 -2015 standard based on: A. interview with requisite managers [X] and officers [ ] B. documented information retained by the department [X] Which is listed in the evidence column of the report.</p>			
<p>Effectiveness:</p>			

### CONFORMITY REPORTS – APPLICATION MAINTENANCE AND SUPPORT (AMS - BSS)

Audit of: Application Maintenance and Support (AMS - BSS)	Auditor: Mark A. Campbell	Audit Criteria: ISO 9001:2015 Clause 8.5.1(c)	Auditees: Norma Winkle
<p>Audit Evidence:</p> <p>Email from client verifying post-implementation checks were satisfactory seen (email</p>			

to Ashley Davis Re LMIS and TTMS)

Evaluation:

Based on the evaluation of process step: Completed software/application modification It was determined that the organization was Meeting the requirements of ('ISO 9001:2015 Clause 8.5.1(c)') And the relevant ISO 90001 -2015 standard based on: A. interview with requisite managers [X] and officers [ ] B. documented information retained by the department [X] Which is listed in the evidence column of the report.

Effectiveness:

### CONFORMITY REPORTS – APPLICATION MAINTENANCE AND SUPPORT (AMS - BSS)

Audit of: Application Maintenance and Support (AMS - BSS)	Auditor: Mark A. Campbell	Audit Criteria: ISO 9001:2015 Clause 7.2 - Competency	Auditees: Norma Winkle
Audit Evidence:  Listing of Udemy certificates for courses attended by AMS Management Team. Auditee expressed that training documents are maintained by the HR department. Auditors to request and review - GROUP 6			
Evaluation:  Based on the evaluation of process step: Training It was determined that the organization was not Meeting the requirements of ('ISO 9001:2015 Clause 7.2') And the relevant ISO 90001 -2015 standard based on: A. interview with requisite managers [X] and officers [ ] B. documented information retained by the department [X] Which is listed in the evidence column of the report.			
Effectiveness:			

### CONFORMITY REPORTS – APPLICATION MAINTENANCE AND SUPPORT (AMS - BSS)

Audit of: Application Maintenance and Support (AMS - BSS)	Auditor: Mark A. Campbell	Audit Criteria: ISO 9001:2015 Clause 7.5 - Documented Information	Auditees: Norma Winkle
Audit Evidence:			



1. A report of completed tickets can be generated by the ticketing system 2. Sample of 3 completed tickets provided

Evaluation:

Based on the evaluation of process step: Completed Ticket It was determined that the organization was Meeting the requirements of ('ISO 9001:2015 Clause 7.5') And the relevant ISO 90001 -2015 standard based on: A. interview with requisite managers [X] and officers [ ] B. documented information retained by the department [X] Which is listed in the evidence column of the report.

Effectiveness:

## NONCONFORMITY REPORT

Incident Identification Number: 000000.00001

Non-Conformity Report #: 1	Auditor (s): Mark A. Campbell	Date: June 22, 2022
Audit of : Application Maintenance and Support (AMS - BSS)	Audit Criteria: ISO 9001:2015 Clause 10.2-Conformity and Corrective Action	
<p>Statement of Nonconformity:</p> <p>Based on the evaluation of process step: Control of Non-conformity It was determined that the organization was not Meeting the requirements of ('ISO 90001:2015 Clause 10.2 &amp; 8.2) And the relevant ISO 90001 -2015 standard based on: A. interview with requisite managers [X] and officers [ ] B. documented information retained by the department [X] Which is listed in the evidence column of the report.</p> <p>Responsible Party: Norma Winkle</p>		
Auditor Signature:		Signature:

## OPPORTUNITY REPORT

Incident Identification Number: 000000.00001

Opportunity Report #: 1	Auditor (s): Mark A. Campbell	Date: June 22, 2022
Audit of : Application Maintenance and Support (AMS - BSS)	Audit Criteria: ISO 9001:2015 Clause 6.1.1(a)	

Statement of Opportunity:

Based on the evaluation of process step: Migration It was determined that the organization was not Meeting the requirements of ('ISO 9001:2015 Clause 6.1.1(a)') And the relevant ISO 90001 -2015 standard based on: A. interview with requisite managers [X] and officers [ ] B. documented information retained by the department [X] Which is listed in the evidence column of the report.

Responsible Party: Norma Winkle

Auditor Signature:

Signature: