

eGov JAMAICA LIMITED

Full System Audit

Internal Audit Report

CONFORMITY REPORTS – HARDWARE MAINTENANCE

Audit of: Hardware Maintenance	Auditor: Howard McCalla	Audit Criteria: Hardware Maintenance (ISO 9001 2015 clause 7.1.3)	Auditees:
Audit Evidence:			
Schedule, documentation, requests, customer service request,			
Evaluation:			
Egovja Hardware process.doc: Computer Engineering Unit Process Documentation,			
Effectiveness:			

CONFORMITY REPORTS – HARDWARE MAINTENANCE

Audit of: Hardware Maintenance	Auditor: Howard McCalla	Audit Criteria: (ISO Macroflow Process & Process Architecture February 2022 clause 6.39	Auditees:
Audit Evidence:			
change management approval, approval from stakeholders, email trail. evidence of customer approval or sample email			
Evaluation:			
It was determined that the organization was Meeting the requirements of (section of the general plan) And the relevant ISO 90001 -2015 standard based on: A. interview with requisite managers [] and officers [] B. documented information retained by the department [] Which is listed in the evidence column of the report.			
Effectiveness:			

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Audit of: Hardware Maintenance	Auditor: Howard McCalla	Audit Criteria: (ISO Macroflow Process & Process Architecture February 2022	Auditees:
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	clause 6.39	
Audit Evidence:		
email of work done, stakeholder verification , engineers log if remote		
Evaluation:		
it varies on type of maintenance . vendor provides documentation for certain maintenance		
Effectiveness:		

CONFORMITY REPORTS – HARDWARE MAINTENANCE

Audit of: Hardware Maintenance	Auditor: Howard McCalla	Audit Criteria: EGOV Hardware processes - Control Measures - 3.8 Maintain System	Auditees:
Audit Evidence:			
Change management document for maintenance			
Evaluation:			
Lines of communication established for all affected parties. to be provided documentation			
Effectiveness:			

CONFORMITY REPORTS – HARDWARE MAINTENANCE

Audit of: Hardware Maintenance	Auditor: Howard McCalla	Audit Criteria: ISO 9001 2015 clause 7.2 & 7.3	Auditees:
Audit Evidence:			
org chart of hardware personnel to be presented. authorized personnel from manufacturers.			
Evaluation:			
maintenance is sometimes internally done but is mostly supervising contractors. end of life and end of support is tracked. by end of support replacement is in place.			
Effectiveness:			

CONFORMITY REPORTS – HARDWARE MAINTENANCE

Audit of: Hardware Maintenance	Auditor: Howard McCalla	Audit Criteria: ISO 9001 2015 Clause 7.1.3b - Infrastructure	Auditees:
Audit Evidence: they are usually tied to Contracts			
Evaluation: These are available and to be presented			
Effectiveness:			