

eGov JAMAICA LIMITED

Full System Audit

Internal Audit Report

CONFORMITY REPORTS – SOFTWARE REQUIREMENTS MANAGEMENT - SOFTWARE ENGINEERING (BA - BSS)

Audit of: Software Requirements Management - Software Engineering (BA - BSS)	Auditor: Mark A. Campbell	Audit Criteria: Business Analysis SOP Ver 2.0	Auditees:
<p>Audit Evidence:</p> <p>Intake form/requisition form supplied. An Intake Form / requisition form outlines the scope of the activity, the sponsor, what is required of the business Analysts, and other relevant information.</p>			
<p>Evaluation:</p> <p>Based on the evaluation of process step: Intake Form or requisition form It was determined that the organization was Meeting the requirements of (Business Analysis SOP v2.0) 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 – SOFTWARE REQUIREMENTS MANAGEMENT - SOFTWARE ENGINEERING (BA - BSS)

Audit of: Software Requirements Management - Software Engineering (BA - BSS)	Auditor: Mark A. Campbell	Audit Criteria: Business Analysis SOP Ver 2.0	Auditees:
<p>Audit Evidence:</p> <p>Approach Plan Effort Estimate supplied. 1. Approach Plan is used to define the business analysts involvement in the activity 2. Effort Estimate is used to forecast the cost and effort pursuing an activity.</p>			
<p>Evaluation:</p> <p>Based on the evaluation of process step: Identification of business analysis tasks It was determined that the organization was Meeting the requirements of (Business Analysis SOP v2.0) And the relevant ISO 90001 -2015 standard based on: A.</p>			

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 – SOFTWARE REQUIREMENTS MANAGEMENT - SOFTWARE ENGINEERING (BA - BSS)

Audit of: Software Requirements Management - Software Engineering (BA - BSS)	Auditor: Mark A. Campbell	Audit Criteria: Business Analysis SOP Ver 2.0	Auditees:
<p>Audit Evidence:</p> <p>Email of communication to relevant stakeholder of the requirements. Auditee expressed that clients' expectations are controlled during meetings with the client. For example in cases of delays, this is expressed to client.</p>			
<p>Evaluation:</p> <p>Based on the evaluation of process step: Requirement gathering It was determined that the organization was Meeting the requirements of (Business Analysis SOP v2.0) 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 – SOFTWARE REQUIREMENTS MANAGEMENT - SOFTWARE ENGINEERING (BA - BSS)

Audit of: Software Requirements Management - Software Engineering (BA - BSS)	Auditor: Mark A. Campbell	Audit Criteria: ISO 9001:2015 Clause 7.4 Communication	Auditees:
<p>Audit Evidence:</p> <p>sample of communication of requirements to client via various communication channels. Approach plan & Email seen</p>			
<p>Evaluation:</p>			

Based on the evaluation of process step: Communicate Requirement It was determined that the organization was Meeting the requirements of (Business Analysis SOP v2.0) 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 – SOFTWARE REQUIREMENTS MANAGEMENT - SOFTWARE ENGINEERING (BA - BSS)

Audit of: Software Requirements Management - Software Engineering (BA - BSS)	Auditor: Mark A. Campbell	Audit Criteria: ISO 9001:2015 Clause 7.4 Communication	Auditees:
<p>Audit Evidence:</p> <p>Approach Plan seen. It was highlighted in the BA SOP that the Approach plan consist of a communication plan, however this plan did not include all details, such as when with whom and how information is communicated.</p>			
<p>Evaluation:</p> <p>Based on the evaluation of process step: Communicate Requirement It was determined that the organization was Meeting the requirements of (Business Analysis SOP v2.0) 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 – SOFTWARE REQUIREMENTS MANAGEMENT - SOFTWARE ENGINEERING (BA - BSS)

Audit of: Software Requirements Management - Software Engineering (BA - BSS)	Auditor: Mark A. Campbell	Audit Criteria: ISO 9001:2015 Clause 8.6	Auditees:
<p>Audit Evidence:</p>			

Communication from client to verify solution works as expected or a signoff document. Auditee expressed that in project type engagements the BA team works with the client to ensure the solution works satisfactory . See Section 5.25 (Page 30).

Evaluation:

Based on the evaluation of process step: Recommended Solution It was determined that the organization was Meeting the requirements of (Business Analysis SOP v2.0) 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 – SOFTWARE REQUIREMENTS MANAGEMENT - SOFTWARE ENGINEERING (BA - BSS)

Audit of: Software Requirements Management - Software Engineering (BA - BSS)	Auditor: Mark A. Campbell	Audit Criteria: Business Analysis SOP Ver 2.0	Auditees:
Audit Evidence:			
Revision History section of the BA SOP seen and changes to the document observed.			
Evaluation:			
Based on the evaluation of process step: Business Analysis SOP v2.0 It was determined that the organization was Meeting the requirements of (Business Analysis SOP v2.0) 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 – SOFTWARE REQUIREMENTS MANAGEMENT - SOFTWARE ENGINEERING (BA - BSS)

Audit of: Software Requirements Management -	Auditor: Mark A. Campbell	Audit Criteria: Business Analysis SOP Ver 2.0	Auditees:
--	---------------------------	---	-----------

Software Engineering (BA - BSS)			
<p>Audit Evidence:</p> <p>1. Proof of email reply to peer-review (not yet seen) 2. Peer review document (not yet see) 3. Business Analysis SOP Ver 2.0 seen</p>			
<p>Evaluation:</p> <p>Based on the evaluation of process step: Business Analysis SOP v2.0 It was determined that the organization was Meeting the requirements of (Business Analysis SOP v2.0) 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>			

OPPORTUNITY REPORT		
Incident Identification Number: 000000.00001		
Opportunity Report #: 1	Auditor (s): Mark A. Campbell	Date: June 22, 2022
Audit of : Software Requirements Management - Software Engineering (BA - BSS)	Audit Criteria: ISO 9001:2015 Clause 10.2-Conformity and Corrective Action	
<p>Statement of Opportunity:</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 9001:2015 Clauses 8.7 & 10.2) And the relevant ISO 90001 -2015 standard based on: A. interview with requisite managers [X] and officers [] B. documented information retained by the department [N/A] Which is listed in the evidence column of the report.</p>		
Responsible Party: Kay-Maureen Shim		
Auditor Signature:	Signature:	

OPPORTUNITY REPORT
Incident Identification Number: 000000.00002

Opportunity Report #: 2	Auditor (s): Mark A. Campbell	Date: June 22, 2022
Audit of : Software Requirements Management - Software Engineering (BA - BSS)	Audit Criteria: ISO 9001:2015 - Cause 7.2 Competence	
<p>Statement of Opportunity:</p> <p>Based on the evaluation of process step: Manager It was determined that the organization was Meeting the requirements of (ISO 9001:2015 Clause 7.2) And the relevant ISO 90001 -2015 standard based on: A. interview with requisite managers <input checked="" type="checkbox"/> and officers <input type="checkbox"/> B. documented information retained by the department [N/A] Which is listed in the evidence column of the report.</p> <p>Responsible Party: Kay-Maureen Shim</p>		
Auditor Signature:		Signature: