

Audit Report for Audit ID - AU0014-1

BPM Audit Report for IT Department

Audit Score

83/100

Details

Audit	AU0014
Scheduled Audit	AU0014-1
Location	Chennai
Hotel	GreenPark Hotel- GPC
Department	BPM-IT
Checklist	BPM Audit Report for IT Department
Audit Type	Internal
Auditor	Srinivas K A
Start Date	01-08-2017
End Date	30-08-2017
Submitted Date	30-01-2018
Status	Completed
Assigned By	Administrator Account
Non-Compliance	24
Chronic Issues	0

Comparison

GREENPARK HOTEL- GPC BPM AUDIT REPORT FOR IT DEPARTMENT

BPM AUDIT REPORT FOR IT DEPARTMENT		Aug 2017	VARIANCE	% of Increase / Decrease (-/ +)
S.No	Sections	SCORE OBTAINED		
1	Critical Tasks	98	-	-
2	IT initiatives	73	-	-
3	Server Maintenance	81	-	-
4	EPABX Telephones and Mobiles	91	-	-
5	Network Security	82	-	-
6	Business Applications	91	-	-
7	CCTV	57	-	-
8	AMC & Insurance	92	-	-
Audit Score		● 83	-	-

	80-100 = Green	Good / Excellent
	61-79 = Yellow	Average
	60 below is Red	Poor / Fair

Non-Compliance

Section: Critical Tasks

Subsection: Important Tasks

- 1: Monthly Audit of website for proper functioning **NC**
Rating: 7

Section: IT initiatives

Subsection: IT initiatives

- 1: Passport scanner integration working . **NC**
Rating: 0
- 2: Guest Room key card interface to PMS. **NC**
Rating: 0
- 3: I-Alert - message working and usage. **NC**
Rating: 0

Section: IT initiatives

Subsection: Data Transfer

- 1: Regular updation of Intranet. **NC**
Rating: 5
- 2: Visitor Management System functioning. **NC**
Rating: 0
- 3: Vendor Tracking System. **NC**
Rating: 0
- 4: Daily P&L account. **NC**
Rating: 0
- 5: Online Liquor inventory. **NC**
Rating: 0
- 6: ANPR system working status. **NC**
Rating: 0

Section: Server Maintenance

Subsection: Server Maintenance

- 1: Regular Monitoring of Event logs **NC**
Rating: 0
- 2: Regular checking for RAID Alarms **NC**
Rating: 0

- 3: Regular checking for hardware errors **NC**
Rating: 0

Section: EPABX Telephones and Mobiles

Subsection: Mobile Phones

- 1: CUG Plan utilisation **NC**
Rating: 0

Section: Network Security

Subsection: Firewall

- 1: Exemptions on fire wall documented **NC**
Rating: 0

- 2: Changes documented **NC**
Rating: 0

Section: Business Applications

Subsection: PMS software

- 1: Purging of Guest Ledger **NC**
Rating: 0

- 2: Purging of FO Transaction **NC**
Rating: 0

- 3: Usage of Debtors followup **NC**
Rating: 0

Section: CCTV

Subsection: Vehicle Tracking System

- 1: Data capturing happening on DVR & Server **NC**
Rating: 0

- 2: Storage of Data Clarity **NC**
Rating: 0

- 3: Reports working and viewed **NC**
Rating: 0

Section: CCTV

Subsection: CCTV

- 1: Storage of 90 days data **NC**
Rating: 0

Section: AMC & Insurance

Subsection: Others

- 1: Vehicle recording in AMC **NC**

Rating: 0

Chronic

No chronic issues found

Audit Questionnaire

Section: Critical Tasks**Subsection:** Important Tasks

- 1: PMS Back up scheduled for every 6 hours
Rating: 10
- 2: PMS Manual DB backup at 10am on separate PC
Rating: 10
- 3: PMS MONTHLY BACKUP ON MEDIA stored at Finance Fire Proof Safe
Rating: 10
- 4: PMS MONTHLY BACKUP ON MEDIA stored at Unit Head Office
Rating: 10
- 5: PMS MONTHLY BACKUP ON MEDIA stored at IT Department
Rating: 10
- 6: Loading latest security patches on server
Rating: 10
- 7: Daily downloading of latest Antivirus SUPERDAT file ☒ Not Applicable
- 8: Fire Wall Policy as per our policy for server / others
Rating: 10
- 9: PMS INS Yearly data on Media
Rating: 10
- 10: Pen drives blocked on all Systems ☒ Not Applicable
- 11: Internet access to users as per our policy
Rating: 10
- 12: EPABX OS - back up once in a month
Rating: 10
- 13: EPABX Preventive once in 6 months
Rating: 10
- 14: Monthly back up of Fire Wall configuration
Rating: 10
- 15: Monthly back up of FAMS, SAL TDS & TDS pack
Rating: 10
- 16: Monthly Audit of website for proper functioning **NC**

Rating: 7

17: Mail Alert for IP camera working

Rating: 10

Section: IT initiatives

Subsection: IT initiatives

1: Guest Photo Check-in

Rating: 10

2: Passport scanner integration working . **NC**

Rating: 0

3: SMS of Internet password to Guest on Check-in.

Rating: 10

4: Guest Room key card interface to PMS. **NC**

Rating: 0

5: Airport Pickup Software - Zoop. ☒ Not Applicable

6: Room Survey on TAB from guest while Check-out.

Rating: 10

7: Voice logger working . ☒ Not Applicable

8: I-Alert - message working and usage. **NC**

Rating: 0

9: CARE - call center software functioning and usage.

Rating: 10

10: online Entry of KOT for buffets using TABS.

Rating: 10

11: F&B Surveys on TABS from guest in outlets.

Rating: 10

12: Usage of Happy hours. ☒ Not Applicable

13: Banquet billing with transfer from FP.

Rating: 10

14: Banquet Advance Tagging for reservation

Rating: 10

15: Requirement entry edit restrict after printing FP.

Rating: 10

Section: IT initiatives**Subsection:** Data Transfer

- 1: PMS data transfer to Maxim.
Rating: 10
- 2: Sales Force Data Transfer to PMS and PMS to SF.
Rating: 10
- 3: CRS booking transfers.
Rating: 10
- 4: Regular updation of Intranet. **NC**
Rating: 5
- 5: Visitor Management System functioning. **NC**
Rating: 0
- 6: Vendor Tracking System. **NC**
Rating: 0
- 7: Daily P&L account. **NC**
Rating: 0
- 8: Online Liquor inventory. **NC**
Rating: 0
- 9: Purchase indent authorization online .
Rating: 10
- 10: Purchase Requisition authorization online - 2 levels.
Rating: 10
- 11: PO authorization online - 3 levels.
Rating: 10
- 12: PO PDF mail.
Rating: 10
- 13: ANPR system working status. **NC**
Rating: 0
- 14: Mobile provided for Task Manager Working.
Rating: 10
- 15: IP Camera at - Receiving.
Rating: 10
- 16: IP Camera at - Banquets Plate wash.
Rating: 10

17: IP Camera at - Banquets Plate Issue Area.

Rating: 10

18: Weighing scale auto capture of weight.

Rating: 10

19: Capture of Photo while receiving.

Rating: 10

Section: Server Maintenance

Subsection: Server Maintenance

1: Regular Monitoring of Event logs **NC**

Rating: 0

2: Regular checking for RAID Alarms **NC**

Rating: 0

3: Regular checking for hardware errors **NC**

Rating: 0

4: Daily Monitoring of SQL Sever logs

Rating: 10

5: Rack maintained well - Dust free ☒ Not Applicable

6: Switch Maintenance at Server room ☒ Not Applicable

7: All patch chords labeled ☒ Not Applicable

8: All cables dressed properly and identified ☒ Not Applicable

9: Power sockets check ☒ Not Applicable

10: Server UPS working condition ☒ Not Applicable

11: Earthing working properly ☒ Not Applicable

12: Regular check of disk usage

Rating: 10

13: Removing un-necessary files /data

Rating: 10

14: Review of user accounts and clean up

Rating: 10

15: Loading of latest security patches

Rating: 10

16: Disable of un-necessary services

Rating: 10

17: Anti virus policy for server

Rating: 10

18: Fire wall policy for server

Rating: 10

19: Checking for memory utilisation

Rating: 10

20: Server room temperature below 24 degrees ☒ Not Applicable

21: User accounts and policies

Rating: 10

22: PMSDB not to exceed 10GB

Rating: 10

23: Deletion of not in use DB's after backup

Rating: 10

24: Admin account restrict from remote login ☒ Not Applicable

25: Don't share the folders except PMS Folder

Rating: 10

Section: Computer Hardware Printers & Switches

Subsection: Computers

1: Following the local user access procedure ☒ Not Applicable

2: Following weekly check list ☒ Not Applicable

3: Following the Monthly check list ☒ Not Applicable

4: Following the Quarterly check list ☒ Not Applicable

5: Following the Yearly check list ☒ Not Applicable

6: Regularly taking the computers data backup ☒ Not Applicable

7: Monitoring the computers hard drives logs ☒ Not Applicable

8: Licenced softwares only installed ☒ Not Applicable

9: Maintaing the systems asset management ☒ Not Applicable

10: Properly installed the Antivirus ☒ Not Applicable

- 11: Computer Internal firewall is enabled ☒ Not Applicable
- 12: Computers are Maintained cleanly ☒ Not Applicable
- 13: UPS power supply to Computers ☒ Not Applicable
- 14: Yearly once doing the clean format ☒ Not Applicable
- 15: Mail data backup & deletion of unwanted mails ☒ Not Applicable
- 16: Mailing address book updation ☒ Not Applicable

Section: Computer Hardware Printers & Switches

Subsection: Printers

- 1: Regular Servicing of Printers ☒ Not Applicable
- 2: Laser/ Deskjet refill quality ☒ Not Applicable

Section: Computer Hardware Printers & Switches

Subsection: Switches

- 1: UPS connections to all switches ☒ Not Applicable
- 2: All patch panels and switches are labeled ☒ Not Applicable
- 3: Dressing of cabling ☒ Not Applicable
- 4: Network chart at switch level to identify ☒ Not Applicable

Section: Computer Hardware Printers & Switches

Subsection: UPS Systems

- 1: Earthing to UPS power supply ☒ Not Applicable
- 2: Battery working condition ☒ Not Applicable
- 3: UPS Load distribution chart updated ☒ Not Applicable
- 4: % of Load on each UPS ☒ Not Applicable

Section: EPABX Telephones and Mobiles

Subsection: EPABX

- 1: Separate earthing and working status ☒ Not Applicable
- 2: Separate UPS supply and batteries backup ☒ Not Applicable
- 3: Telephone consoles functioning

Rating: 10

4: Head phones functioning.

Rating: 10

5: Cable from MDF and EPABX dressed properly ☒ Not Applicable

6: MDF maintenance ☒ Not Applicable

7: Network diagram available at MDF ☒ Not Applicable

8: PRI card functioning

Rating: 10

9: Digital Cards functioning -Any faulty ext.

Rating: 10

10: Analog extensions working -Any faulty ext.

Rating: 10

11: Working condition of FCBC

Rating: 10

12: FCBC battery back up ☒ Not Applicable

13: Analog trunks functioning.

Rating: 10

Section: EPABX Telephones and Mobiles

Subsection: Telephones

1: Bathroom Phone instrument complaints ☒ Not Applicable

2: Functioning of Digital Phones ☒ Not Applicable

3: Room Phone Instrument complaints ☒ Not Applicable

4: Condition of Room phones ☒ Not Applicable

5: Condition of bathroom phones ☒ Not Applicable

6: Status of standby room phones ☒ Not Applicable

7: Status of standby Bath room phones ☒ Not Applicable

Section: EPABX Telephones and Mobiles

Subsection: Mobile Phones

1: Working condition of phones

Rating: 10

2: Not working/Scrapped phones

Rating: 10

3: Frequency of repairs

Rating: 10

4: CUG Plan utilisation **NC**

Rating: 0

Section: Internet WIFI

Subsection: Wireline Internet

- 1: Condition of Wireline Switches ☒ Not Applicable
- 2: Condition of Patch chords provided in rooms ☒ Not Applicable
- 3: No of rooms patch chords checked/Replaced ☒ Not Applicable
- 4: Provision for Wireline in Banquets ☒ Not Applicable
- 5: UPS Power supply to Switches. ☒ Not Applicable

Section: Internet WIFI

Subsection: WIFI

- 1: Working of Access points ☒ Not Applicable
- 2: Uninterrupted power supply to Access points ☒ Not Applicable
- 3: Maintenance of Access points and Antennas ☒ Not Applicable
- 4: Precautions for external access points ☒ Not Applicable
- 5: Signal strength in Public areas ☒ Not Applicable
- 6: Signal strength in Rooms ☒ Not Applicable
- 7: Signal Strength in Banquets ☒ Not Applicable

Section: Internet WIFI

Subsection: General

- 1: No of staff trained on WIFI - Min.-3/month ☒ Not Applicable
- 2: Internet load analysis ☒ Not Applicable
- 3: No.of internet complaints during quarter ☒ Not Applicable

Section: Software Audit

Subsection: Software Audit

- 1: Windows Server Licenses - compliance ☒ Not Applicable
- 2: SQL server licenses - compliance ☒ Not Applicable

- 3: Windows Desktop OS Compliance ☒ Not Applicable
- 4: Window CAL compliance ☒ Not Applicable
- 5: SQL CAL compliance ☒ Not Applicable
- 6: MS office compliance ☒ Not Applicable
- 7: Open office usage ☒ Not Applicable

Section: Software Audit

Subsection: Re-installation Procedure

- 1: Windows - Server ☒ Not Applicable
- 2: SQL Server ☒ Not Applicable
- 3: Desktop OS ☒ Not Applicable
- 4: MS-Office ☒ Not Applicable

Section: Network Security

Subsection: Antivirus

- 1: Regularly updating the antivirus ☒ Not Applicable
- 2: All antivirus software version is same ☒ Not Applicable
- 3: All computers On-demand scan working fine ☒ Not Applicable
- 4: Regularly checking the On Access Statistics ☒ Not Applicable
- 5: All computers Access Protection is enabled ☒ Not Applicable
- 6: All computers Buffer overflow protection is enabled ☒ Not Applicable
- 7: All computers On-Delivery E Mail Scanner is enabled ☒ Not Applicable
- 8: Verify that scheduled scanning is enabled ☒ Not Applicable
- 9: All computers On access demand is enabled ☒ Not Applicable

Section: Network Security

Subsection: Firewall

- 1: Regularly monitoring the Dell Sonic firewall
Rating: 10
- 2: New updates and patches are installed
Rating: 10

- 3: .exe files are blocked to all computers
Rating: 10
- 4: Social network sites blocked to unauthorized users
Rating: 10
- 5: Monitor Firewall client VPN connections usage
Rating: 10
- 6: Monitor -Malicious abnormal activity
Rating: 10
- 7: Regular review of logs -VPN -Firewall
Rating: 10
- 8: Regular review of logs -Routers-IDS-IPS-Firewall
Rating: 10
- 9: Default deny policy must be installed
Rating: 10
- 10: Exemptions on fire wall documented **NC**
Rating: 0
- 11: Changes documented **NC**
Rating: 0

Section: Business Applications**Subsection:** PMS software

- 1: Usage of Software
Rating: 10
- 2: De-activation of ID on employee exit
Rating: 10
- 3: User access rights review
Rating: 10
- 4: Parameter changes during last 3 months
Rating: 10
- 5: Purging of Guest History
Rating: 10
- 6: Purging of Reservations
Rating: 10
- 7: Purging of Guest Ledger **NC**
Rating: 0

8: Purging of FO Transaction **NC**

Rating: 0

9: Online Printing of all FO vouchers through PMS ☒ Not Applicable

10: PC master updations

Rating: 10

11: Usages of Privilege cards

Rating: 10

12: Touch Screen Interface

Rating: 10

13: Online KOT printing

Rating: 10

14: Usage of Debtors followup **NC**

Rating: 0

15: Invoices and Reminder Printing

Rating: 10

16: Bank Reconciliation

Rating: 10

17: Online Voucher print

Rating: 10

18: Cheque printing

Rating: 10

Section: Business Applications

Subsection: FAMS SALTDS and TDS Pack

1: Software backup location defined properly

Rating: 10

2: Weekly tracking backup for 3 softwares

Rating: 10

3: Software Updates are done regularly

Rating: 10

Section: Business Applications

Subsection: Time office Software

1: Machine working properly

Rating: 10

Section: Business Applications

Subsection: HRMS

- 1: Usage of all online modules
Rating: 10
- 2: Hire Process Usage ☒ Not Applicable
- 3: Payroll Usage
Rating: 10
- 4: Bonus Usage ☒ Not Applicable
- 5: Employee Self services
Rating: 10
- 6: Performance Appraisal ☒ Not Applicable
- 7: Training ☒ Not Applicable
- 8: Time Office Integration
Rating: 10

Section: Business Applications**Subsection: Website**

- 1: Regular updation of Website information
Rating: 10
- 2: Online guest comments working
Rating: 10
- 3: Online reservation working status
Rating: 10
- 4: Working status of web bookings to CRS
Rating: 10

Section: Business Applications**Subsection: DMS software**

- 1: Usage of DMS software
Rating: 10

Section: Business Applications**Subsection: Mailing**

- 1: De-activation of unused mail boxes
Rating: 10
- 2: Regular monitoring of SPAM Mails
Rating: 10

Section: CCTV**Subsection: Vehicle Tracking System**

1: Data capturing happening on DVR & Server **NC**
Rating: 0

2: Storage of Data Clarity **NC**
Rating: 0

3: Reports working and viewed **NC**
Rating: 0

Section: CCTV**Subsection: CCTV**

1: Working condition of all cameras
Rating: 8

2: CCTV server/DVR working condition
Rating: 10

3: Clarity of video captured
Rating: 9

4: Storage of data in DVR's
Rating: 10

5: Storage of 90 days data **NC**
Rating: 0

6: Deletion of unnecessary data
Rating: 10

7: Mail alert camera NW
Rating: 10

Section: AMC & Insurance**Subsection: Computers AMC**

1: Servers are covered under AMC
Rating: 10

Section: AMC & Insurance**Subsection: Software AMC**

1: PMS Software in AMC
Rating: 10

2: Care Software in AMC
Rating: 10

3: FAMS - Assets software in AMC

Rating: 10

4: Salary TDS pack in AMC

Rating: 10

5: Suppliers TDS pack in AMC

Rating: 10

6: Time office software in AMC

Rating: 10

7: CRS software in AMC ☒ Not Applicable

Section: AMC & Insurance

Subsection: EPABX

1: Epabx in AMC

Rating: 10

Section: AMC & Insurance

Subsection: Others

1: Vehicle recording in AMC **NC**

Rating: 0

Section: AMC & Insurance

Subsection: Insurance

1: EPABX

Rating: 10

2: Passport scanner

Rating: 10

3: Softwares working with Dongle

Rating: 10

4: Voice Logger ☒ Not Applicable

5: Laptops in Insurance

Rating: 10

6: Insurance for UPS less than 1 KVA ☒ Not Applicable

7: CCTV Cameras ☒ Not Applicable

8: Mobile phones. ☒ Not Applicable

Section: Documentation and Others

Subsection: SMART updation

- 1: Data network updated ☒ Not Applicable
- 2: Internet Network updated ☒ Not Applicable
- 3: Distribution charts of switches updated ☒ Not Applicable
- 4: UPS layout distribution updated ☒ Not Applicable
- 5: I.P. configuration chart ☒ Not Applicable
- 6: Virus updation chart ☒ Not Applicable
- 7: Backup summary chart ☒ Not Applicable
- 8: GUI PMS user chart ☒ Not Applicable
- 9: Module attributes ☒ Not Applicable
- 10: Maintenance charts ☒ Not Applicable
- 11: Data server configuration ☒ Not Applicable
- 12: Care server configuration ☒ Not Applicable
- 13: CCTV server configuration ☒ Not Applicable
- 14: Desktop configuration ☒ Not Applicable

Section: Documentation and Others

Subsection: Weekly Checklist

- 1: Run a disk scan to check for hard drive issues ☒ Not Applicable
- 2: Run a defragmentation program ☒ Not Applicable
- 3: Run a clean up to delete unneeded files ☒ Not Applicable
- 4: Back up your files to a remote location ☒ Not Applicable
- 5: Empty your recycle bin ☒ Not Applicable
- 6: Delete your Internet files ☒ Not Applicable
- 7: Clear your browsing history ☒ Not Applicable
- 8: Delete your cookies ☒ Not Applicable
- 9: Update your virus definitions ☒ Not Applicable
- 10: Run a full virus scan ☒ Not Applicable

11: 25% of Assets to be covered ☒ Not Applicable

Section: Documentation and Others

Subsection: Monthly Checklist

1: Check for updates - OS ☒ Not Applicable

2: Delete/uninstall unneeded or unused programs ☒ Not Applicable

3: 50% of the above to be completed ☒ Not Applicable

Section: Documentation and Others

Subsection: Quarterly Checklist

1: Clean your keyboard ☒ Not Applicable

2: Clean your monitor ☒ Not Applicable

3: Clean your peripherals ☒ Not Applicable

4: Rebuild your desktop ☒ Not Applicable

5: Change all your passwords ☒ Not Applicable