Audit Report for Audit ID - AU007-1

BPM Audit Report for IT Department

Audit Score

77/100

Details

Audit	AU007
Scheduled Audit	AU007-1
Location	Hyderabad
Hotel	Marigold Hotel
Department	BPM
Checklist	BPM Audit Report for IT Department
Audit Type	Internal
Auditor	Srinivas K A
Start Date	01-05-2017
End Date	30-05-2017
Submitted Date	30-01-2018
Status	Completed
Assigned By	Administrator Account
Non-Compliance	81
Chronic Issues	0

Comparison

MARIGOLD HOTEL BPM AUDIT REPORT FOR IT DEPARTMENT			
BPM AUDIT REPORT FOR IT DEPARTMENT	May 2017	**VARIANCE**	**% of Increase / Decrease (-/ +)**
S.No	Sections	SCORE OBTAINED		
1	Critical Tasks	🔴 43	-	-
2	IT intiatives	🟢 81	-	-
3	Server Maintenance	🟡 76	-	-
4	Computer Hardware Printers & Switches	🟡 74	-	-
5	EPABX Telephones and Mobiles	🟢 82	-	-
6	Internet WIFI	🟢 81	-	-
7	Software Audit	🟢 86	-	-
8	Network Security	🟢 82	-	-
9	Business Applications	🟢 81	-	-
10	CCTV	🟡 74	-	-
11	AMC & Insurance	🟢 80	-	-
12	Documentation and Others	🟢 84	-	-
Audit Score		🟡 77	-	-

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

Audit Questionnaire

Section: Critical Tasks
Subsection: Important Tasks

1: PMS Back up scheduled for every 6 hours   **NC**
    Rating: 3

2: PMS Manual DB backup at 10am on separate PC   **NC**
    Rating: 0

3: PMS MONTHLY BACKUP ON MEDIA stored at Finance Fire Proof Safe   **NC**
    Rating: 0

4: PMS MONTHLY BACKUP ON MEDIA stored at Unit Head Office   **NC**
    Rating: 0

5: PMS MONTHLY BACKUP ON MEDIA stored at IT Department   **NC**
    Rating: 0

6: Loading latest security patches on server
    Rating: 10

7: Daily downloading of latest Antivirus SUPERDAT file   **NC**
    Rating: 5

8: Fire Wall Policy as per our policy for server / others
    Rating: 10

9: PMS INS Yearly data on Media   **NC**
    Rating: 0

10: Pen drives blocked on all Systems   **NC**
    Rating: 7

11: Internet access to users as per our policy   **NC**
    Rating: 7

12: EPABX OS - back up once in a month
    Rating: 10

13: EPABX Preventive once in 6 months   **NC**
    Rating: 0

14: Monthly back up of Fire Wall configuration   **NC**
    Rating: 0

15: Monthly back up of FAMS, SAL TDS & TDS pack   **NC**
    Rating: 7

16:   Monthly Audit of website for proper functioning
        Rating: 8

17:   Mail Alert for IP camera working   **NC**
        Rating: 6

Section: IT intiatives
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.
       Rating: 8

6:   Room Survey on TAB from guest while Check-out.
       Rating: 10

7:   Voice logger working .   **NC**
       Rating: 5

8:   I-Alert - message working and usage.
       Rating: 10

9:   CARE - call center software functioning and usage.
       Rating: 10

10:   online Entry of KOT for buffets using TABS.   **NC**
        Rating: 0

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 intiatives
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: 4

5: Visitor Management System functioning.
   Rating: 10

6: Vendor Tracking System.   **NC**
   Rating: 0

7: Daily P&L account.   **NC**
   Rating: 0

8: Online Liquor inventory.
   Rating: 10

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.
   Rating: 10

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: 5

2: Regular checking for RAID Alarms   **NC**
    Rating: 5

3: Regular checking for hardware errors   **NC**
    Rating: 5

4: Daily Monitoring of SQL Sever logs   **NC**
    Rating: 5

5: Rack maintained well - Dust free   **NC**
    Rating: 5

6: Switch Maintenance at Server room   **NC**
    Rating: 5

7: All patch chords labeled
    Rating: 8

8: All cables dressed properly and identified
    Rating: 8

9: Power sockets check
    Rating: 8

10: Server UPS working condition
    Rating: 10

11: Earthing working properly
    Rating: 10

12: Regular check of disk usage
    Rating: 8

13:   Removing un-necessary files /data
      Rating: 8

14:   Review of user accounts and clean up
      Rating: 8

15:   Loading of latest security patches
      Rating: 8

16:   Disable of un-necessary services
      Rating: 9

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
      Rating: 10

21:   User accounts and policies
      Rating: 10

22:   PMSDB not to exceed 10GB   **NC**
      Rating: 0

23:   Deletion of not in use DB's after backup   **NC**
      Rating: 7

24:   Admin account restrict from remote login
      Rating: 9

25:   Don't share the folders except PMS Folder
      Rating: 8

Section: Computer Hardware Printers & Switches
Subsection: Computers

1:   Following the local user access procedure   **NC**
      Rating: 7

2:   Following weekly check list   **NC**
      Rating: 7

3:   Following the Monthly check list   **NC**
      Rating: 7

4: Following the Quarterly check list   **NC**
   Rating: 7

5: Following the Yearly check list   **NC**
   Rating: 7

6: Regularly taking the computers data backup   **NC**
   Rating: 0

7: Monitoring the computers hard drives logs   **NC**
   Rating: 6

8: Licenced softwares only installed
   Rating: 8

9: Maintaing the systems asset management
   Rating: 10

10: Properly installed the Antivirus
    Rating: 8

11: Computer Internal firewall is enabled
    Rating: 8

12: Computers are Maintained cleanly   **NC**
    Rating: 7

13: UPS power supply to Computers
    Rating: 10

14: Yearly once doing the clean format   **NC**
    Rating: 7

15: Mail data backup & deletion of unwanted mails
    Rating: 8

16: Mailing address book updation   **NC**
    Rating: 0

Section: Computer Hardware Printers & Switches
Subsection: Printers

1: Regular Servicing of Printers   **NC**
   Rating: 7

2: Laser/ Deskjet refill quality   **NC**
   Rating: 7

Section: Computer Hardware Printers & Switches
Subsection: Switches

1: UPS connections to all switches
Rating: 10

2: All patch panels and switches are labeled
Rating: 8

3: Dressing of cabling
Rating: 8

4: Network chart at switch level to identify   **NC**
Rating: 7

Section: Computer Hardware Printers & Switches
Subsection: UPS Systems

1: Earthing to UPS power supply
Rating: 10

2: Battery working condition
Rating: 10

3: UPS Load distribution chart updated
Rating: 9

4: % of Load on each UPS
Rating: 9

Section: EPABX Telephones and Mobiles
Subsection: EPABX

1: Separate earthing and working status
Rating: 10

2: Separate UPS supply and batteries backup
Rating: 10

3: Telephone consoles functioning
Rating: 10

4: Head phones functioning.   **NC**
Rating: 0

5: Cable from MDF and EPABX dressed properly
Rating: 8

6: MDF maintenance
Rating: 9

7: Network diagram available at MDF   **NC**
Rating: 0

8:   PRI card functioning
    Rating: 10

9:   Digital Cards functioning -Any faulty ext.
    Rating: 10

10:   Analog extensions working -Any faulty ext.
    Rating: 9

11:   Working condition of FCBC
    Rating: 10

12:   FCBC battery back up
    Rating: 10

13:   Analog trunks functioning.
    Rating: 10

Section: EPABX Telephones and Mobiles
Subsection: Telephones

1:   Bathroom Phone instrument complaints
    Rating: 9

2:   Functioning of Digital Phones
    Rating: 10

3:   Room Phone Instrument complaints
    Rating: 9

4:   Condition of Room phones
    Rating: 9

5:   Condition of bathroom phones
    Rating: 10

6:   Status of standby room phones
    Rating: 10

7:   Status of standby Bath room phones
    Rating: 10

Section: EPABX Telephones and Mobiles
Subsection: Mobile Phones

1:   Working condition of phones
    Rating: 9

2:   Not working/Scrapped phones   **NC**
    Rating: 0

3: Frequency of repairs
   Rating: 10

4: CUG Plan utilisation   **NC**
   Rating: 5

Section: Internet WIFI
Subsection: Wireline Internet

1: Condition of Wireline Switches
   Rating: 10

2: Condition of Patch chords provided in rooms
   Rating: 9

3: No of rooms patch chords checked/Replaced
   Rating: 8

4: Provision for Wireline in Banquets
   Rating: 10

5: UPS Power supply to Switches.
   Rating: 10

Section: Internet WIFI
Subsection: WIFI

1: Working of Access points
   Rating: 10

2: Uninterrupted power supply to Access points
   Rating: 10

3: Maintenance of Access points and Antennas
   Rating: 10

4: Precautions for external access points
   Rating: 10

5: Signal strength in Public areas
   Rating: 8

6: Signal strength in Rooms
   Rating: 10

7: Signal Strength in Banquets
   Rating: 10

Section: Internet WIFI
Subsection: General

1: No of staff trained on WIFI - Min.-3/month   **NC**
   Rating: 6

2: Internet load analysis   **NC**
   Rating: 0

3: No.of internet complaints during quarter   **NC**
   Rating: 0

Section: Software Audit
Subsection: Software Audit

1: Windows Server Licenses - compliance
   Rating: 10

2: SQL server licenses - compliance
   Rating: 10

3: Windows Desktop OS Compliance
   Rating: 10

4: Window CAL compliance
   Rating: 10

5: SQL CAL compliance
   Rating: 10

6: MS office compliance   **NC**
   Rating: 0

7: Open office usage
   Rating: 8

Section: Software Audit
Subsection: Re-installation Procedure

1: Windows - Server
   Rating: 10

2: SQL Server
   Rating: 10

3: Desktop OS
   Rating: 10

4: MS-Office   **NC**
   Rating: 7

Section: Network Security
Subsection: Antivirus

1:   Regularly updating the antivirus
       Rating: 8

2:   All antivirus software version is same
       Rating: 10

3:   All computers On-demand scan working fine
       Rating: 10

4:   Regularly checking the On Access Statistics
       Rating: 10

5:   All computers Access Protection is enabled
       Rating: 8

6:   All computers Buffer overflow protection is enabled
       Rating: 8

7:   All computers On-Delivery E Mail Scanner is enabled
       Rating: 8

8:   Verify that scheduled scanning is enabled
       Rating: 8

9:   All computers On access demand is enabled
       Rating: 8

Section: Network Security
Subsection: Firewall

1:   Regularly monitoring the Dell Sonic firewall
       Rating: 8

2:   New updates and patches are installed
       Rating: 8

3:   .exe files are blocked to all computers
       Rating: 8

4:   Social network sites blocked to unauthorized users
       Rating: 8

5:   Monitor Firewall client VPN connections usage
       Rating: 8

6:   Monitor -Malicious abnormal activity
       Rating: 8

7:   Regular review of logs -VPN -Firewall
       Rating: 8

8: Regular review of logs -Routers-IDS-IPS-Firewall
     Rating: 8

9: Default deny policy must be installed
     Rating: 8

10: Exemptions on fire wall documented
     Rating: 8

11: Changes documented **NC**
     Rating: 5

Section: Business Applications
Subsection: PMS software

1: Usage of Software
     Rating: 8

2: De-activation of ID on employee exit **NC**
     Rating: 5

3: User access rights review **NC**
     Rating: 5

4: Parameter changes during last 3 months **NC**
     Rating: 6

5: Purging of Guest History **NC**
     Rating: 0

6: Purging of Reservations **NC**
     Rating: 0

7: Purging of Guest Ledger **NC**
     Rating: 7

8: Purging of FO Transaction **NC**
     Rating: 7

9: Online Printing of all FO vouchers through PMS
     Rating: 10

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: 9

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: 8

2: Weekly tracking backup for 3 softwares
      Rating: 10

3: Software Updates are done regularly
      Rating: 9

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
      Rating: 10

7:   Training   ☑ Not Applicable

8:   Time Office Integration
      Rating: 10

Section: Business Applications
Subsection: Website

1:   Regular updation of Website information
      Rating: 8

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   **NC**
      Rating: 7

2:   Regular monitoring of SPAM Mails
      Rating: 8

Section: CCTV
Subsection: Vehicle Tracking System

1:   Data capturing happening on DVR & Server
      Rating: 10

2:   Storage of Data Clarity
      Rating: 10

3:   Reports working and viewed
      Rating: 10

Section: CCTV

Subsection: CCTV

1:   Working condition of all cameras   **NC**
    Rating: 7

2:   CCTV server/DVR working condition   **NC**
    Rating: 7

3:   Clarity of video captured
    Rating: 8

4:   Storage of data in DVR's
    Rating: 8

5:   Storage of 90 days data   **NC**
    Rating: 7

6:   Deletion of unnecessary data   **NC**
    Rating: 7

7:   Mail alert camera NW   **NC**
    Rating: 0

Section: AMC & Insurance
Subsection: Computers AMC

1:   Servers are covered under AMC   **NC**
    Rating: 0

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: 8

4:   Salary TDS pack in AMC
    Rating: 8

5:   Suppliers TDS pack in AMC
    Rating: 8

6:   Time office software in AMC
    Rating: 10

7:   CRS software in AMC   **NC**

Rating: 0

Section: AMC & Insurance
Subsection: EPABX

1:   Epabx in AMC
     Rating: 10

Section: AMC & Insurance
Subsection: Others

1:   Vehicle recording in AMC
     Rating: 10

Section: AMC & Insurance
Subsection: Insurance

1:   EPABX
     Rating: 10

2:   Passport scanner
     Rating: 10

3:   Softwares working with Dongle
     Rating: 10

4:   Voice Logger
     Rating: 10

5:   Laptops in Insurance
     Rating: 10

6:   Insurance for UPS less than 1 KVA
     Rating: 10

7:   CCTV Cameras   **NC**
     Rating: 0

8:   Mobile phones.
     Rating: 10

Section: Documentation and Others
Subsection: SMART updation

1:   Data network updated   **NC**
     Rating: 7

2:   Internet Network updated   **NC**
     Rating: 7

3:   Distribution charts of switches updated

Rating: 8

4: UPS layout distribution updated   **NC**
Rating: 5

5: I.P. configuration chart   **NC**
Rating: 7

6: Virus updation chart   **NC**
Rating: 7

7: Backup summary chart   **NC**
Rating: 7

8: GUI PMS user chart   **NC**
Rating: 7

9: Module attributes   **NC**
Rating: 7

10: Maintenance charts
Rating: 8

11: Data server configuration
Rating: 10

12: Care server configuration
Rating: 10

13: CCTV server configuration   **NC**
Rating: 6

14: Desktop configuration
Rating: 8

Section: Documentation and Others
Subsection: Weekly Checklist

1: Run a disk scan to check for hard drive issues
Rating: 10

2: Run a defragmentation program
Rating: 10

3: Run a clean up to delete unneeded files
Rating: 10

4: Back up your files to a remote location
Rating: 10

5:   Empty your recycle bin
    Rating: 10

6:   Delete your Internet files
    Rating: 10

7:   Clear your browsing history
    Rating: 10

8:   Delete your cookies
    Rating: 10

9:   Update your virus definitions
    Rating: 10

10:   Run a full virus scan
    Rating: 10

11:   25% of Assets to be covered   **NC**
    Rating: 7

Section: Documentation and Others
Subsection: Monthly Checklist

1:   Check for updates - OS
    Rating: 10

2:   Delete/uninstall unneeded or unused programs
    Rating: 10

3:   50% of the above to be completed   **NC**
    Rating: 7

Section: Documentation and Others
Subsection: Quarterly Checklist

1:   Clean your keyboard
    Rating: 10

2:   Clean your monitor
    Rating: 10

3:   Clean your peripherals
    Rating: 10

4:   Rebuild your desktop   **NC**
    Rating: 5

5:   Change all your passwords   **NC**
    Rating: 5