Audit Report for Audit ID - AU0075-1

BPM Audit Report for IT Department

Audit Score

77/100

Details

Audit	AU0075
Scheduled Audit	AU0075-1
Location	Visakhapatnam
Hotel	GreenPark Hotel- GPV
Department	BPM
Checklist	BPM Audit Report for IT Department
Audit Type	Internal
Auditor	Srinivas K A
Start Date	01-10-2017
End Date	30-10-2017
Submitted Date	30-01-2018
Status	Completed
Assigned By	Administrator Account
Non-Compliance	72
Chronic Issues	0

Comparison

GREENPARK HOTEL- GPV
BPM AUDIT REPORT FOR IT DEPARTMENT

BPM AUDIT REPORT FOR IT DEPARTMENT		Oct 2017	VARIANCE	% of Increase / Decrease (-/ +)
S.No	Sections	SCORE OBTAINED		
1	Critical Tasks	63	-	-
2	IT intiatives	79	-	-
3	Server Maintenance	90	-	-
4	EPABX Telephones and Mobiles	89	-	-
5	Network Security	71	-	-
6	Business Applications	85	-	-
7	CCTV	70	-	-
8	AMC & Insurance	69	-	-
Audit Score		🟡 77	-	-

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

Non-Compliance

Section: Critical Tasks
Subsection: Important Tasks

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

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

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

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

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

6: Monthly back up of FAMS, SAL TDS & TDS pack   **NC**
    Rating: 0

Section: IT intiatives
Subsection: IT initiatives

1: Passport scanner integration working .   **NC**
    Rating: 0

2: Guest Room key card interface to PMS.   **NC**
    Rating: 0

Section: IT intiatives
Subsection: Data Transfer

1: Sales Force Data Transfer to PMS and PMS to SF.   **NC**
    Rating: 0

2: Regular updation of Intranet.   **NC**
    Rating: 5

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

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

5: PO PDF mail.   **NC**
    Rating: 0

Section: Server Maintenance
Subsection: Server Maintenance

1: Daily Monitoring of SQL Sever logs   **NC**
   Rating: 7

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

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

Section: EPABX Telephones and Mobiles
Subsection: EPABX

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

Section: Network Security
Subsection: Firewall

1: Monitor Firewall client VPN connections usage   **NC**
   Rating: 0

2: Regular review of logs -VPN -Firewall   **NC**
   Rating: 0

3: Regular review of logs -Routers-IDS-IPS-Firewall   **NC**
   Rating: 0

4: Changes documented   **NC**
   Rating: 0

Section: Business Applications
Subsection: PMS software

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

2: Purging of Reservations   **NC**
   Rating: 5

3: Purging of Guest Ledger   **NC**
   Rating: 5

4: Purging of FO Transaction   **NC**
   Rating: 5

5: Usage of Debtors followup   **NC**
   Rating: 0

Section: Business Applications
Subsection: FAMS SALTDS and TDS Pack

1: Weekly tracking backup for 3 softwares   **NC**
   Rating: 0

Section: Business Applications
Subsection: Mailing

1: De-activation of unused mail boxes   **NC**
   Rating: 7

Section: CCTV
Subsection: CCTV

1: Clarity of video captured   **NC**
   Rating: 7

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

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

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

Section: AMC & Insurance
Subsection: Software AMC

1: PMS Software in AMC   **NC**
   Rating: 0

Section: AMC & Insurance
Subsection: Others

1: Vehicle recording in AMC   **NC**
   Rating: 0

Section: AMC & Insurance
Subsection: Insurance

1: Passport scanner   **NC**
   Rating: 0

2: Softwares working with Dongle   **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   **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
   Rating: 10

6: Loading latest security patches on server
   Rating: 10

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

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   ☑ Not Applicable

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
    Rating: 10

15: Monthly back up of FAMS, SAL TDS & TDS pack   **NC**
    Rating: 0

16: Monthly Audit of website for proper functioning

Rating: 8

17: Mail Alert for IP camera working
Rating: 10

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. ☑ 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.
Rating: 10

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 intiatives
Subsection: Data Transfer

1: PMS data transfer to Maxim.
   Rating: 10

2: Sales Force Data Transfer to PMS and PMS to SF.   **NC**
   Rating: 0

3: CRS booking transfers.
   Rating: 10

4: Regular updation of Intranet.   **NC**
   Rating: 5

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.   **NC**
   Rating: 0

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
   Rating: 10

2: Regular checking for RAID Alarms
   Rating: 10

3: Regular checking for hardware errors
   Rating: 10

4: Daily Monitoring of SQL Sever logs   **NC**
   Rating: 7

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 **NC**
     Rating: 0

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

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.   **NC**
    Rating: 0

5: Cable from MDF and EPABX dressed properly
    Rating: 10

6: MDF maintenance   ☑ Not Applicable

7: Network diagram available at MDF
    Rating: 10

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   ☑ 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: 8

3: Frequency of repairs
    Rating: 10

4: CUG Plan utilisation
    Rating: 8

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
       Rating: 10

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
       Rating: 10

8:   Verify that scheduled scanning is enabled   ☑ Not Applicable

9:   All computers On access demand is enabled
       Rating: 10

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   **NC**
    Rating: 0

6:   Monitor -Malicious abnormal activity
    Rating: 10

7:   Regular review of logs -VPN -Firewall   **NC**
    Rating: 0

8:   Regular review of logs -Routers-IDS-IPS-Firewall   **NC**
    Rating: 0

9:   Default deny policy must be installed
    Rating: 10

10:   Exemptions on fire wall documented
    Rating: 10

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   **NC**
    Rating: 0

6: Purging of Reservations   **NC**
   Rating: 5

7: Purging of Guest Ledger   **NC**
   Rating: 5

8: Purging of FO Transaction   **NC**
   Rating: 5

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   **NC**
   Rating: 0

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
        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: 10

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: 8

Section: CCTV
Subsection: CCTV

1:   Working condition of all cameras
        Rating: 9

2:   CCTV server/DVR working condition
        Rating: 10

3:   Clarity of video captured   **NC**
        Rating: 7

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

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

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

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

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   **NC**
    Rating: 0

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   **NC**
    Rating: 0

3: Softwares working with Dongle   **NC**
    Rating: 0

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