

Audit Report for Audit ID - AU0082-2

BPM Audit Report for IT Department

Audit Score

92/100

Details

Audit	AU0082
Scheduled Audit	AU0082-2
Location	Chennai
Hotel	GreenPark Hotel- GPC
Department	BPM-IT
Checklist	BPM Audit Report for IT Department
Audit Type	Internal
Auditor	Venkat A
Start Date	01-08-2018
End Date	31-08-2018
Submitted Date	30-08-2018
Status	Completed
Assigned By	Administrator Account
Non-Compliance	16
Chronic Issues	4

Comparison

GREENPARK HOTEL- GPC BPM AUDIT REPORT FOR IT DEPARTMENT

BPM AUDIT REPORT FOR IT DEPARTMENT		Jan 2018	Aug 2018	VARIANCE	% of Increase / Decrease (-/+)
S.No	Sections	SCORE OBTAINED	SCORE OBTAINED		
1	Critical Tasks	97	99	2	2.06%
2	IT initiatives	83	84	1	1.2%
3	Server Maintenance	93	87	-6	-6.45%
4	EPABX Telephones and Mobiles	87	84	-3	-3.45%
5	Network Security	82	100	18	21.95%
6	Business Applications	94	95	1	1.06%
7	CCTV	62	90	28	45.16%
8	AMC & Insurance	92	100	8	8.7%
9	Computer Hardware Printers & Switches	--	75	--	--
10	Internet WIFI	--	100	--	--
11	Software Audit	--	100	--	--
12	Documentation and Others	--	84	--	--
Audit Score		● 86	● 92	6	6.98%

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

Non-Compliance

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

Section: IT initiatives

Subsection: Data Transfer

- 1: Regular updation of Intranet. **NC**
Rating: 5

Observation Text :

Cafeteria Menu record sales not updated

- 2: Online Liquor inventory. **NC**
Rating: 0

Observation Text :

Not in use

Section: Computer Hardware Printers & Switches

Subsection: Computers

- 1: Following weekly check list **NC**
Rating: 7
- 2: Following the Monthly check list **NC**
Rating: 7
- 3: Following the Quarterly check list **NC**
Rating: 7
- 4: Following the Yearly check list **NC**
Rating: 7
- 5: Maintaing the systems asset management **NC**
Rating: 0

Section: EPABX Telephones and Mobiles

Subsection: EPABX

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

Observation Text :

Not In use

Section: CCTV

Subsection: CCTV

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

Rating: 5

Observation Text :

75 Days

Section: Documentation and Others

Subsection: SMART updation

- 1: Maintenance charts **NC**

Rating: 5

- 2: Data server configuration **NC**

Rating: 5

Observation Text :

Not updated

- 3: Desktop configuration **NC**

Rating: 6

Observation Text :

Not updated

Section: Documentation and Others

Subsection: Weekly Checklist

- 1: Clear your browsing history **NC**

Rating: 7

Section: Documentation and Others

Subsection: Quarterly Checklist

- 1: Rebuild your desktop **NC**

Rating: 6

Chronic

Section: IT initiatives

Subsection: IT initiatives

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

Section: IT initiatives

Subsection: Data Transfer

- 1: Regular updation of Intranet. **NC**
Rating: 5

Observation Text :
Cafeteria Menu record sales not updated

- 2: Online Liquor inventory. **NC**
Rating: 0

Observation Text :
Not in use

Section: EPABX Telephones and Mobiles

Subsection: EPABX

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

Observation Text :
Not In use

Audit Questionnaire

Section: Critical Tasks

Subsection: Important Tasks

- 1: PMS Back up scheduled for every 6 hours
Rating: 10
Attachments :
QUE1_IMG_20180830_122039.png
- 2: PMS Manual DB backup at 10am on separate PC
Rating: 10
Attachments :
QUE2_IMG_20180830_122107.png
- 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
Rating: 10
Attachments :
QUE7_IMG_20180830_122137.png
- 8: Fire Wall Policy as per our policy for server / others
Rating: 10
Attachments :
QUE8_IMG_20180830_122148.png
- 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
Attachments :
QUE12_IMG_20180830_122326.png

13: EPABX Preventive once in 6 months

Rating: 10

14: Monthly back up of Fire Wall configuration

Rating: 8

Attachments :

QUE14_IMG_20180830_122358.png

Observation Text :

July Month Not Available

15: Monthly back up of FAMS, SAL TDS & TDS pack

Rating: 10

16: Monthly Audit of website for proper functioning

Rating: 10

17: Mail Alert for IP camera working

Rating: 10

Attachments :

QUE17_IMG_20180830_122503.png

Section: IT initiatives

Subsection: IT initiatives

1: Guest Photo Check-in

Rating: 10

Attachments :

QUE18_IMG_20180830_122516.png

QUE18_IMG_20180830_122524.png

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: 10

Attachments :

QUE22_IMG_20180830_122558.png

QUE22_IMG_20180830_122605.png

QUE22_IMG_20180830_122615.png

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

Rating: 8

Attachments :

QUE23_IMG_20180830_122631.png

7: Voice logger working . ☒ Not Applicable

8: I-Alert - message working and usage.

Rating: 10

9: CARE - call center software functioning and usage.

Rating: 8

Attachments :

QUE26_IMG_20180830_122843.png

Observation Text :

tickets are also without service

10: online Entry of KOT for buffets using TABS.

Rating: 8

Attachments :

QUE27_IMG_20180830_122858.png

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

Rating: 8

12: Usage of Happy hours.

Rating: 10

13: Banquet billing with transfer from FP.

Rating: 10

Attachments :

QUE30_IMG_20180830_122939.png

14: Banquet Advance Tagging for reservation

Rating: 10

Attachments :

QUE31_IMG_20180830_122953.png

15: Requirement entry edit restrict after printing FP.

Rating: 10

Section: IT initiatives

Subsection: Data Transfer

1: PMS data transfer to Maxim. ☒ Not Applicable

2: Sales Force Data Transfer to PMS and PMS to SF.

Rating: 8

3: CRS booking transfers.

Rating: 8

Attachments :

QUE35_IMG_20180830_123020.png

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

Rating: 5

Observation Text :

Cafeteria Menu record sales not updated

5: Visitor Management System functioning.

Rating: 10

Attachments :

QUE37_IMG_20180830_123035.png

6: Vendor Tracking System.

Rating: 10

7: Daily P&L account.

Rating: 8

8: Online Liquor inventory. **NC**

Rating: 0

Observation Text :

Not in use

9: Purchase indent authorization online .

Rating: 10

Attachments :

QUE41_IMG_20180830_123105.png

10: Purchase Requisition authorization online - 2 levels.

Rating: 10

11: PO authorization online - 3 levels.

Rating: 10

Attachments :

QUE43_IMG_20180830_123120.png

12: PO PDF mail.

Rating: 10

13: ANPR system working status.

Rating: 9

Attachments :

QUE45_IMG_20180830_123138.png

14: Mobile provided for Task Manager Working.

Rating: 10

15: IP Camera at - Receiving.

Rating: 10

Attachments :

QUE47_IMG_20180830_123151.png

16: IP Camera at - Banquets Plate wash.

Rating: 10

Attachments :

QUE48_IMG_20180830_123159.png

17: IP Camera at - Banquets Plate Issue Area.

Rating: 10

18: Weighing scale auto capture of weight.

Rating: 10

Attachments :

QUE50_IMG_20180830_123214.png

19: Capture of Photo while receiving.

Rating: 10

Section: Server Maintenance

Subsection: Server Maintenance

1: Regular Monitoring of Event logs

Rating: 8

2: Regular checking for RAID Alarms

Rating: 8

3: Regular checking for hardware errors

Rating: 8

4: Daily Monitoring of SQL Sever logs

Rating: 8

5: Rack maintained well - Dust free ☒ Not Applicable

6: Switch Maintenance at Server room ☒ Not Applicable

7: All patch chords labeled

Rating: 8

Attachments :

QUE58_IMG_20180830_132015.jpg

8: All cables dressed properly and identified

Rating: 8

Attachments :

QUE59_IMG_20180830_132027.jpg

QUE59_IMG_20180830_132034.jpg

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: 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: 10
- 16: Disable of un-necessary services
Rating: 8
- 17: Anti virus policy for server
Rating: 10
- 18: Fire wall policy for server
Rating: 10
- 19: Checking for memory utilisation
Rating: 8
- 20: Server room temperature below 24 degrees
Rating: 10
Attachments :
QUE71_IMG_20180830_104225.jpg
- 21: User accounts and policies
Rating: 10
- 22: PMSDB not to exceed 10GB ☒ Not Applicable
- 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 ☒ Not Applicable

Section: Computer Hardware Printers & Switches**Subsection:** Computers

- 1: Following the local user access procedure ☒ Not Applicable
- 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 ☒ Not Applicable
- 7: Monitoring the computers hard drives logs ☒ Not Applicable
- 8: Licenced softwares only installed ☒ Not Applicable
- 9: Maintaing the systems asset management **NC**
Rating: 0
- 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
Rating: 8

Observation Text :
doing only junk mails

- 16: Mailing address book updation
Rating: 10

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
Rating: 8

Attachments :

QUE96_IMG_20180830_132146.jpg

3: Dressing of cabling

Rating: 8

Attachments :

QUE97_IMG_20180830_132155.jpg

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

Rating: 10

Attachments :

QUE101_IMG_20180830_152707.jpg

QUE101_IMG_20180830_152713.jpg

4: % of Load on each UPS

Rating: 10

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 ☒ Not Applicable

4: Head phones functioning. **NC**

Rating: 0

Observation Text :

Not In use

5: Cable from MDF and EPABX dressed properly

Rating: 8

Attachments :

QUE107_IMG_20180830_132338.jpg

6: MDF maintenance

Rating: 8

Attachments :

QUE108_IMG_20180830_133108.jpg

QUE108_IMG_20180830_133122.jpg

7: Network diagram available at MDF

Rating: 10

Attachments :

QUE109_IMG_20180830_155227.jpg

QUE109_IMG_20180830_155234.jpg

QUE109_IMG_20180830_155240.jpg

8: PRI card functioning

Rating: 10

Attachments :

QUE110_IMG_20180830_130633.png

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

Rating: 10

Attachments :

QUE114_IMG_20180830_130707.jpg

13: Analog trunks functioning. ☒ Not Applicable

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 ☒ Not Applicable

2: Not working/Scrapped phones ☒ Not Applicable

3: Frequency of repairs ☒ Not Applicable

4: CUG Plan utilisation

Rating: 8

Observation Text :

399 staff 499 HOD 799 AVP &GM

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

Rating: 10

2: Internet load analysis

Rating: 10

Attachments :

QUE140_IMG_20180830_131012.png

3: No.of internet complaints during quarter

Rating: 10

Section: Software Audit**Subsection:** Software Audit

- 1: Windows Server Licenses - compliance

Rating: 10

Attachments :

QUE142_IMG_20180830_131021.png

- 2: SQL server licenses - compliance

Rating: 10

- 3: Windows Desktop OS Compliance

Rating: 10

Attachments :

QUE144_IMG_20180830_131034.png

- 4: Window CAL compliance

Rating: 10

- 5: SQL CAL compliance

Rating: 10

- 6: MS office compliance

Rating: 10

Attachments :

QUE147_IMG_20180830_131050.png

- 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
Rating: 10

Observation Text :
Doing Monthly Once

- 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 ☒ Not Applicable
- 4: Social network sites blocked to unauthorized users ☒ Not Applicable
- 5: Monitor Firewall client VPN connections usage
Rating: 10
Attachments :
QUE166_IMG_20180830_131122.png
- 6: Monitor -Malicious abnormal activity
Rating: 10
- 7: Regular review of logs -VPN -Firewall
Rating: 10
Attachments :
QUE168_IMG_20180830_131137.png
- 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
Rating: 10
- 11: Changes documented
Rating: 10

Observation Text :

Not changes Done

Section: Business Applications

Subsection: PMS software

1: Usage of Software

Rating: 9

2: De-activation of ID on employee exit

Rating: 8

3: User access rights review

Rating: 8

4: Parameter changes during last 3 months

Rating: 8

Observation Text :

No changes

5: Purging of Guest History

Rating: 8

6: Purging of Reservations

Rating: 8

7: Purging of Guest Ledger ☒ Not Applicable

8: Purging of FO Transaction ☒ Not Applicable

9: Online Printing of all FO vouchers through PMS

Rating: 10

10: PC master updations

Rating: 10

11: Usages of Privilege cards

Rating: 8

12: Touch Screen Interface

Rating: 10

13: Online KOT printing

Rating: 10

14: Usage of Debtors followup

Rating: 10

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

Attachments :

QUE191_IMG_20180830_131205.png

2: Weekly tracking backup for 3 softwares

Rating: 10

Attachments :

QUE192_IMG_20180830_131221.jpeg

QUE192_IMG_20180830_131227.jpeg

3: Software Updates are done regularly

Rating: 10

Section: Business Applications

Subsection: Time office Software

1: Machine working properly

Rating: 10

Attachments :

QUE194_IMG_20180830_131242.png

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: 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: 8

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: 8

3: Reports working and viewed

Rating: 9

Attachments :

QUE212_IMG_20180830_131312.png

4: UPS Backup ☒ Not Applicable

Section: CCTV**Subsection: CCTV**

- 1: Working condition of all cameras
Rating: 10
- 2: CCTV server/DVR working condition
Rating: 10
- 3: Clarity of video captured
Rating: 8
- 4: Storage of data in DVR's
Rating: 10
- 5: Storage of 90 days data **NC**
Rating: 5

Observation Text :
75 Days

- 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

Observation Text :
under warrenty

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

- 1: PMS Software in AMC
Rating: 10
Attachments :
QUE222_IMG_20180830_131357.png
- 2: Care Software in AMC ☒ Not Applicable
- 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

Observation Text :

Under warrenty

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

Rating: 10

Observation Text :

under warrenty

Section: AMC & Insurance

Subsection: Insurance

1: EPABX

Rating: 10

2: Passport scanner

Rating: 10

Attachments :

QUE232_IMG_20180830_131433.png

3: Softwares working with Dongle ☒ Not Applicable

4: Voice Logger ☒ Not Applicable

5: Laptops in Insurance

Rating: 10

Attachments :

QUE235_IMG_20180830_131441.png

6: Insurance for UPS less than 1 KVA

Rating: 10

Attachments :

QUE236_IMG_20180830_131453.png

7: CCTV Cameras

Rating: 10

Attachments :

QUE237_IMG_20180830_131502.png

8: Mobile phones.

Rating: 10

Attachments :

QUE238_IMG_20180830_131514.png

Section: Documentation and Others

Subsection: SMART updation

1: Data network updated

Rating: 10

2: Internet Network updated

Rating: 10

Attachments :

QUE240_IMG_20180830_152954.jpg

QUE240_IMG_20180830_153004.jpg

QUE240_IMG_20180830_153013.jpg

QUE240_IMG_20180830_153019.jpg

QUE240_IMG_20180830_153025.jpg

3: Distribution charts of switches updated

Rating: 10

4: UPS layout distribution updated

Rating: 10

5: I.P. configuration chart

Rating: 10

Attachments :

QUE243_IMG_20180830_151006.jpg

6: Virus updation chart

Rating: 10

Attachments :

QUE244_IMG_20180830_131631.png

QUE244_IMG_20180830_131638.png

7: Backup summary chart

Rating: 8

8: GUI PMS user chart

Rating: 10

Attachments :

QUE246_IMG_20180830_162835.png

9: Module attributes

Rating: 8

10: Maintenance charts **NC**

Rating: 5

11: Data server configuration **NC**

Rating: 5

Observation Text :

Not updated

12: Care server configuration ☒ Not Applicable

13: CCTV server configuration ☒ Not Applicable

14: Desktop configuration **NC**

Rating: 6

Observation Text :

Not updated

Section: Documentation and Others

Subsection: Weekly Checklist

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

Rating: 8

2: Run a defragmentation program

Rating: 8

3: Run a clean up to delete unneeded files

Rating: 8

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 **NC**

Rating: 7

8: Delete your cookies

Rating: 8

9: Update your virus definitions

Rating: 8

10: Run a full virus scan

Rating: 8

11: 25% of Assets to be covered

Rating: 8

Section: Documentation and Others

Subsection: Monthly Checklist

1: Check for updates - OS

Rating: 8

2: Delete/uninstall unneeded or unused programs

Rating: 10

3: 50% of the above to be completed

Rating: 8

Section: Documentation and Others

Subsection: Quarterly Checklist

1: Clean your keyboard

Rating: 8

2: Clean your monitor

Rating: 8

3: Clean your peripherals

Rating: 8

4: Rebuild your desktop **NC**

Rating: 6

5: Change all your passwords

Rating: 8