

# Audit Report for Audit ID - AU0077-1

## BPM Audit Report for IT Department

Audit Score

85/100

### Details

|                 |                                    |
|-----------------|------------------------------------|
| Audit           | AU0077                             |
| Scheduled Audit | AU0077-1                           |
| Location        | Hyderabad                          |
| Hotel           | GreenPark Hotel- GPH               |
| Department      | BPM-IT                             |
| Checklist       | BPM Audit Report for IT Department |
| Audit Type      | Internal                           |
| Auditor         | Srinivas K A                       |
| Start Date      | 01-12-2017                         |
| End Date        | 30-12-2017                         |
| Submitted Date  | 29-01-2018                         |
| Status          | Completed                          |
| Assigned By     | Administrator Account              |
| Non-Compliance  | 47                                 |
| Chronic Issues  | 0                                  |

## Comparison

### GREENPARK HOTEL- GPH BPM AUDIT REPORT FOR IT DEPARTMENT

| BPM AUDIT REPORT FOR IT DEPARTMENT |                                       | Dec 2017       | VARIANCE | % of Increase / Decrease (-/+) |
|------------------------------------|---------------------------------------|----------------|----------|--------------------------------|
| S.No                               | Sections                              | SCORE OBTAINED |          |                                |
| 1                                  | Critical Tasks                        | 72             | -        | -                              |
| 2                                  | IT initiatives                        | 82             | -        | -                              |
| 3                                  | Server Maintenance                    | 71             | -        | -                              |
| 4                                  | Computer Hardware Printers & Switches | 87             | -        | -                              |
| 5                                  | EPABX Telephones and Mobiles          | 95             | -        | -                              |
| 6                                  | Internet WIFI                         | 85             | -        | -                              |
| 7                                  | Software Audit                        | 100            | -        | -                              |
| 8                                  | Network Security                      | 97             | -        | -                              |
| 9                                  | Business Applications                 | 78             | -        | -                              |
| 10                                 | CCTV                                  | 83             | -        | -                              |
| 11                                 | AMC & Insurance                       | 88             | -        | -                              |
| 12                                 | Documentation and Others              | 81             | -        | -                              |
| Audit Score                        |                                       | ● 85           | -        | -                              |

|   |                 |                  |
|---|-----------------|------------------|
|  | 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 Back up scheduled for every 6 hours **NC**  
Rating: 0
- 2: PMS Manual DB backup at 10am on separate PC **NC**  
Rating: 0
- 3: EPABX OS - back up once in a month **NC**  
Rating: 0
- 4: Mail Alert for IP camera working **NC**  
Rating: 0

## 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: Airport Pickup Software - Zoop. **NC**  
Rating: 5

## Section: IT initiatives

### Subsection: Data Transfer

- 1: Sales Force Data Transfer to PMS and PMS to SF. **NC**  
Rating: 0
- 2: Vendor Tracking System. **NC**  
Rating: 0
- 3: Daily P&L account. **NC**  
Rating: 0

## Section: Server Maintenance

### Subsection: Server Maintenance

- 1: PMSDB not to exceed 10GB **NC**  
Rating: 0

## Section: Computer Hardware Printers & Switches

### Subsection: Computers

- 1: Regularly taking the computers data backup **NC**  
Rating: 5
- 2: Monitoring the computers hard drives logs **NC**  
Rating: 7
- 3: Yearly once doing the clean format **NC**  
Rating: 5
- 4: Mail data backup & deletion of unwanted mails **NC**  
Rating: 5

**Section:** Computer Hardware Printers & Switches

**Subsection:** Switches

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

**Section:** EPABX Telephones and Mobiles

**Subsection:** Telephones

- 1: Bathroom Phone instrument complaints **NC**  
Rating: 7
- 2: Condition of bathroom phones **NC**  
Rating: 7

**Section:** Internet WIFI

**Subsection:** Wireline Internet

- 1: Condition of Patch chords provided in rooms **NC**  
Rating: 7
- 2: No of rooms patch chords checked/Replaced **NC**  
Rating: 7

**Section:** Internet WIFI

**Subsection:** General

- 1: Internet load analysis **NC**  
Rating: 0
- 2: No.of internet complaints during quarter **NC**  
Rating: 7

**Section:** Network Security

**Subsection:** Antivirus

- 1: Regularly checking the On Access Statistics **NC**  
Rating: 7

**Section:** Business Applications

**Subsection: PMS software**

- 1: User access rights review **NC**  
Rating: 7
- 2: Parameter changes during last 3 months **NC**  
Rating: 0
- 3: Purging of Guest History **NC**  
Rating: 0
- 4: Purging of Reservations **NC**  
Rating: 5
- 5: Purging of Guest Ledger **NC**  
Rating: 5
- 6: Purging of FO Transaction **NC**  
Rating: 5
- 7: Touch Screen Interface **NC**  
Rating: 0
- 8: Usage of Debtors followup **NC**  
Rating: 0

**Section: Business Applications****Subsection: Mailing**

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

**Section: CCTV****Subsection: CCTV**

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

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

- 1: Care Software in AMC **NC**  
Rating: 0
- 2: CRS software in AMC **NC**  
Rating: 0

**Section: Documentation and Others****Subsection: SMART updation**

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

2: Distribution charts of switches updated **NC**

Rating: 7

3: UPS layout distribution updated **NC**

Rating: 7

4: I.P. configuration chart **NC**

Rating: 7

5: Virus updation chart **NC**

Rating: 7

6: Backup summary chart **NC**

Rating: 7

7: GUI PMS user chart **NC**

Rating: 7

8: Module attributes **NC**

Rating: 5

9: Maintenance charts **NC**

Rating: 7

**Section:** Documentation and Others

**Subsection:** Monthly Checklist

1: 50% of the above to be completed **NC**

Rating: 5

**Section:** Documentation and Others

**Subsection:** Quarterly Checklist

1: Rebuild your desktop **NC**

Rating: 7

2: Change all your passwords **NC**

Rating: 7

## Chronic

No chronic issues found

# Audit Questionnaire

## Section: Critical Tasks

### Subsection: Important Tasks

- 1: PMS Back up scheduled for every 6 hours **NC**  
Rating: 0
- 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  
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 ☒ Not Applicable
- 7: Daily downloading of latest Antivirus SUPERDAT file  
Rating: 10
- 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  
Rating: 10
- 11: Internet access to users as per our policy  
Rating: 10
- 12: EPABX OS - back up once in a month **NC**  
Rating: 0
- 13: EPABX Preventive once in 6 months  
Rating: 10
- 14: Monthly back up of Fire Wall configuration ☒ Not Applicable
- 15: Monthly back up of FAMS, SAL TDS & TDS pack  
Rating: 10
- 16: Monthly Audit of website for proper functioning



Rating: 8

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

Rating: 0

**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. **NC**

Rating: 5

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 initiatives**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.  
Rating: 10
- 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: 8
- 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 ☒ Not Applicable

2: Regular checking for RAID Alarms ☒ Not Applicable

3: Regular checking for hardware errors ☒ Not Applicable

4: Daily Monitoring of SQL Sever logs ☒ Not Applicable

5: Rack maintained well - Dust free

Rating: 8

6: Switch Maintenance at Server room

Rating: 8

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 ☒ Not Applicable

11: Earthing working properly

Rating: 10

12: Regular check of disk usage ☒ Not Applicable

13: Removing un-necessary files /data ☒ Not Applicable

14: Review of user accounts and clean up ☒ Not Applicable

15: Loading of latest security patches ☒ Not Applicable

16: Disable of un-necessary services ☒ Not Applicable

- 17: Anti virus policy for server ☒ Not Applicable
- 18: Fire wall policy for server ☒ Not Applicable
- 19: Checking for memory utilisation ☒ Not Applicable
- 20: Server room temperature below 24 degrees ☒ Not Applicable
- 21: User accounts and policies ☒ Not Applicable
- 22: PMSDB not to exceed 10GB **NC**  
Rating: 0
- 23: Deletion of not in use DB's after backup ☒ Not Applicable
- 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  
Rating: 10
- 2: Following weekly check list  
Rating: 10
- 3: Following the Monthly check list  
Rating: 10
- 4: Following the Quarterly check list  
Rating: 10
- 5: Following the Yearly check list  
Rating: 10
- 6: Regularly taking the computers data backup **NC**  
Rating: 5
- 7: Monitoring the computers hard drives logs **NC**  
Rating: 7
- 8: Licenced softwares only installed  
Rating: 10
- 9: Maintaing the systems asset management  
Rating: 10
- 10: Properly installed the Antivirus

Rating: 10

11: Computer Internal firewall is enabled

Rating: 10

12: Computers are Maintained cleanly

Rating: 8

13: UPS power supply to Computers

Rating: 10

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

Rating: 5

15: Mail data backup & deletion of unwanted mails **NC**

Rating: 5

16: Mailing address book updation

Rating: 10

**Section:** Computer Hardware Printers & Switches

**Subsection:** Printers

1: Regular Servicing of Printers

Rating: 8

2: Laser/ Deskjet refill quality

Rating: 8

**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: 8

- 4: % of Load on each UPS

Rating: 10

**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 ☒ Not Applicable

- 4: Head phones functioning. ☒ Not Applicable

- 5: Cable from MDF and EPABX dressed properly

Rating: 10

- 6: MDF maintenance

Rating: 10

- 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: 10

- 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 **NC**

Rating: 7

- 2: Functioning of Digital Phones

Rating: 10

- 3: Room Phone Instrument complaints

Rating: 10

- 4: Condition of Room phones

Rating: 10

- 5: Condition of bathroom phones **NC**

Rating: 7

- 6: Status of standby room phones

Rating: 8

- 7: Status of standby Bath room phones

Rating: 8

**Section:** EPABX Telephones and Mobiles

**Subsection:** Mobile Phones

- 1: Working condition of phones

Rating: 10

- 2: Not working/Scrapped phones

Rating: 9

- 3: Frequency of repairs

Rating: 10

- 4: CUG Plan utilisation

Rating: 10

**Section:** Internet WIFI

**Subsection:** Wireline Internet

- 1: Condition of Wireline Switches

Rating: 10

- 2: Condition of Patch chords provided in rooms **NC**

Rating: 7

- 3: No of rooms patch chords checked/Replaced **NC**

Rating: 7

- 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 ☒ Not Applicable

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

Rating: 10

2: Internet load analysis **NC**

Rating: 0

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

Rating: 7

**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

Rating: 10

7: Open office usage

Rating: 10

**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

Rating: 10

**Section:** Network Security

**Subsection:** Antivirus

1: Regularly updating the antivirus

Rating: 10

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 **NC**

Rating: 7

5: All computers Access Protection is enabled

Rating: 10

6: All computers Buffer overflow protection is enabled

Rating: 10

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

Rating: 10

8: Verify that scheduled scanning is enabled

Rating: 10

9: All computers On access demand is enabled

Rating: 10

**Section: Network Security**

**Subsection: Firewall**

1: Regularly monitoring the Dell Sonic firewall ☒ Not Applicable

2: New updates and patches are installed ☒ Not Applicable

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 ☒ Not Applicable

6: Monitor -Malicious abnormal activity ☒ Not Applicable

7: Regular review of logs -VPN -Firewall ☒ Not Applicable

8: Regular review of logs -Routers-IDS-IPS-Firewall ☒ Not Applicable

9: Default deny policy must be installed ☒ Not Applicable

10: Exemptions on fire wall documented ☒ Not Applicable

11: Changes documented ☒ Not Applicable

**Section: Business Applications**

**Subsection: PMS software**

1: Usage of Software

Rating: 8

2: De-activation of ID on employee exit

Rating: 8

3: User access rights review **NC**

Rating: 7

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

Rating: 0

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

Rating: 10

10: PC master updations

Rating: 10

11: Usages of Privilege cards

Rating: 10

12: Touch Screen Interface **NC**

Rating: 0

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 ☒ Not Applicable

2: Weekly tracking backup for 3 softwares ☒ Not Applicable

3: Software Updates are done regularly ☒ Not Applicable

**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: 10

2: Online guest comments working ☒ Not Applicable

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: 8

- 3: Reports working and viewed

Rating: 9

**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: 8

- 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 ☒ Not Applicable

**Section: AMC & Insurance**

**Subsection: Software AMC**

- 1: PMS Software in AMC

Rating: 10

- 2: Care Software in AMC **NC**

Rating: 0

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 **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 ☒ Not Applicable

5: Laptops in Insurance

Rating: 10

6: Insurance for UPS less than 1 KVA

Rating: 10

7: CCTV Cameras

Rating: 10

8: Mobile phones.

Rating: 10

**Section:** Documentation and Others

**Subsection:** SMART updation

1: Data network updated **NC**

Rating: 7

2: Internet Network updated

Rating: 8

3: Distribution charts of switches updated **NC**

Rating: 7

4: UPS layout distribution updated **NC**

Rating: 7

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: 5

10: Maintenance charts **NC**

Rating: 7

11: Data server configuration ☒ Not Applicable

12: Care server configuration ☒ Not Applicable

13: CCTV server configuration

Rating: 8

14: Desktop configuration

Rating: 10

**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: 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

Rating: 8

**Section:** Documentation and Others

**Subsection:** Monthly Checklist

- 1: Check for updates - OS

Rating: 8

- 2: Delete/uninstall unneeded or unused programs

Rating: 8

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

Rating: 5

**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: 7

5: Change all your passwords **NC**

Rating: 7