

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
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		Jan 2018	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	-	-

	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
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