Audit Report for Audit ID - AU0069-1

BPM Audit Report for IT Department

Audit Score

87/100

Details

Audit	AU0069
Scheduled Audit	AU0069-1
Location	Hyderabad
Hotel	Marigold Hotel
Department	BPM
Checklist	BPM Audit Report for IT Department
Audit Type	Internal
Auditor	Srinivas K A
Start Date	01-11-2017
End Date	30-11-2017
Submitted Date	29-01-2018
Status	Completed
Assigned By	Administrator Account
Non-Compliance	41
Chronic Issues	0

Comparison

MARIGOLD HOTEL BPM AUDIT REPORT FOR IT DEPARTMENT			
BPM AUDIT REPORT FOR IT DEPARTMENT	Nov 2017	**VARIANCE**	**% of Increase / Decrease (-/ +)**
S.No	Sections	SCORE OBTAINED		
1	Critical Tasks	🟢 84	-	-
2	IT intiatives	🟢 82	-	-
3	Server Maintenance	🟢 83	-	-
4	Computer Hardware Printers & Switches	🟢 81	-	-
5	EPABX Telephones and Mobiles	🟢 88	-	-
6	Internet WIFI	🟢 89	-	-
7	Software Audit	🟢 99	-	-
8	Network Security	🟢 90	-	-
9	Business Applications	🟢 90	-	-
10	CCTV	🟡 75	-	-
11	AMC & Insurance	🟢 88	-	-
12	Documentation and Others	🟢 93	-	-
Audit Score		🟢 87	-	-

⬆	**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   **NC**
   Rating: 5

7: Daily downloading of latest Antivirus SUPERDAT file
   Rating: 10

8: Fire Wall Policy as per our policy for server / others   **NC**
   Rating: 0

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
    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
      Rating: 8

17:   Mail Alert for IP camera working   **NC**
      Rating: 0

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: 10

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

7:   Voice logger working .
     Rating: 10

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.
     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.   **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
      Rating: 10

2: Regular checking for RAID Alarms
      Rating: 10

3: Regular checking for hardware errors   **NC**
      Rating: 0

4: Daily Monitoring of SQL Sever logs
      Rating: 10

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

6: Switch Maintenance at Server room
      Rating: 10

7: All patch chords labeled
      Rating: 10

8: All cables dressed properly and identified
      Rating: 10

9: Power sockets check
      Rating: 10

10: Server UPS working condition   **NC**
      Rating: 0

11: Earthing working properly
      Rating: 10

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   **NC**
      Rating: 5

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
      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
      Rating: 8

24: Admin account restrict from remote login
      Rating: 10

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
      Rating: 10

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
   Rating: 10

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: 0

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: 10

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
    Rating: 10

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: 8

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: 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
Rating: 10

2: Functioning of Digital Phones
Rating: 10

3: Room Phone Instrument complaints
Rating: 9

4: Condition of Room phones
Rating: 10

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: 10

2: Not working/Scrapped phones   **NC**
Rating: 5

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
Rating: 10

3: No of rooms patch chords checked/Replaced
Rating: 10

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: 8

7: Signal Strength in Banquets
Rating: 10

Section: Internet WIFI
Subsection: General

1: No of staff trained on WIFI - Min.-3/month   **NC**
      Rating: 0

2: Internet load analysis
      Rating: 10

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: 9

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
   Rating: 10

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
   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: 8

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: 10

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

6: Purging of Reservations
      Rating: 10

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

8: Purging of FO Transaction
      Rating: 10

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: 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: 8

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
     Rating: 10

7: Training ☑ Not Applicable

8: Time Office Integration
     Rating: 10

Section: Business Applications
Subsection: Website

1: Regular updation of Website information **NC**
     Rating: 5

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: 8

2: Storage of Data Clarity
     Rating: 8

3: Reports working and viewed
     Rating: 10

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: 3

6:   Deletion of unnecessary data
     Rating: 10

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: 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
Rating: 10

5: Laptops in Insurance
Rating: 10

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

7: CCTV Cameras
Rating: 10

8: Mobile phones. ☑ Not Applicable

Section: Documentation and Others
Subsection: SMART updation

1: Data network updated
Rating: 10

2: Internet Network updated
Rating: 10

3: Distribution charts of switches updated
Rating: 10

4: UPS layout distribution updated
    Rating: 10

5: I.P. configuration chart
    Rating: 10

6: Virus updation chart
    Rating: 10

7: Backup summary chart
    Rating: 10

8: GUI PMS user chart   **NC**
    Rating: 5

9: Module attributes
    Rating: 10

10: Maintenance charts
    Rating: 10

11: Data server configuration
    Rating: 10

12: Care server configuration
    Rating: 10

13: CCTV server configuration
    Rating: 10

14: Desktop configuration
    Rating: 10

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: 5

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