

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-IT
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 initiatives	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

Non-Compliance

Section: Critical Tasks

Subsection: Important Tasks

- 1: Loading latest security patches on server **NC**
Rating: 5
- 2: Fire Wall Policy as per our policy for server / others **NC**
Rating: 0
- 3: 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: online Entry of KOT for buffets using TABS. **NC**
Rating: 0

Section: IT initiatives

Subsection: Data Transfer

- 1: Vendor Tracking System. **NC**
Rating: 0
- 2: Daily P&L account. **NC**
Rating: 0
- 3: ANPR system working status. **NC**
Rating: 0

Section: Server Maintenance

Subsection: Server Maintenance

- 1: Regular checking for hardware errors **NC**
Rating: 0
- 2: Rack maintained well - Dust free **NC**
Rating: 5
- 3: Server UPS working condition **NC**
Rating: 0

- 4: Loading of latest security patches **NC**

Rating: 5

- 5: PMSDB not to exceed 10GB **NC**

Rating: 0

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: Regularly taking the computers data backup **NC**

Rating: 0

- 6: Yearly once doing the clean format **NC**

Rating: 0

- 7: Mail data backup & deletion of unwanted mails **NC**

Rating: 5

Section: EPABX Telephones and Mobiles

Subsection: EPABX

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

Rating: 0

- 2: Network diagram available at MDF **NC**

Rating: 0

Section: EPABX Telephones and Mobiles

Subsection: Mobile Phones

- 1: Not working/Scrapped phones **NC**

Rating: 5

Section: Internet WIFI

Subsection: General

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

Rating: 0

- 2: No.of internet complaints during quarter **NC**
Rating: 7

Section: Network Security

Subsection: Firewall

- 1: Exemptions on fire wall documented **NC**
Rating: 0

- 2: Changes documented **NC**
Rating: 0

Section: Business Applications

Subsection: PMS software

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

- 2: Purging of Guest Ledger **NC**
Rating: 5

- 3: Usage of Debtors followup **NC**
Rating: 0

Section: Business Applications

Subsection: Website

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

Section: CCTV

Subsection: CCTV

- 1: Storage of 90 days data **NC**
Rating: 3

- 2: 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: CRS software in AMC **NC**
Rating: 0

Section: Documentation and Others

Subsection: SMART updation

- 1: GUI PMS user chart **NC**
Rating: 5

Section: Documentation and Others

Subsection: Weekly Checklist

- 1: 25% of Assets to be covered **NC**
Rating: 5

Section: Documentation and Others

Subsection: Monthly Checklist

- 1: 50% of the above to be completed **NC**
Rating: 7

Section: Documentation and Others

Subsection: Quarterly Checklist

- 1: Rebuild your desktop **NC**
Rating: 5
- 2: Change all your passwords **NC**
Rating: 5

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
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 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.

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 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.
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