

# Audit Report for Audit ID - AU0013-1

## BPM Audit Report for IT Department

Audit Score

89/100

### Details

Audit	AU0013
Scheduled Audit	AU0013-1
Location	Hyderabad
Hotel	AVASA Hotel
Department	BPM-IT
Checklist	BPM Audit Report for IT Department
Audit Type	Internal
Auditor	Srinivas K A
Start Date	01-09-2017
End Date	30-09-2017
Submitted Date	31-01-2018
Status	Completed
Assigned By	Administrator Account
Non-Compliance	35
Chronic Issues	0

## Comparison

### AVASA HOTEL BPM AUDIT REPORT FOR IT DEPARTMENT

BPM AUDIT REPORT FOR IT DEPARTMENT		Sep 2017	VARIANCE	% of Increase / Decrease (-/+)
S.No	Sections	SCORE OBTAINED		
1	Critical Tasks	88	-	-
2	IT initiatives	82	-	-
3	Server Maintenance	92	-	-
4	Computer Hardware Printers & Switches	87	-	-
5	EPABX Telephones and Mobiles	99	-	-
6	Internet WIFI	93	-	-
7	Software Audit	100	-	-
8	Network Security	85	-	-
9	Business Applications	82	-	-
10	CCTV	77	-	-
11	AMC & Insurance	82	-	-
12	Documentation and Others	100	-	-
Audit Score		● 89	-	-

	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 MONTHLY BACKUP ON MEDIA stored at Finance Fire Proof Safe **NC**  
Rating: 0
- 2: 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: I-Alert - message working and usage. **NC**  
Rating: 0
- 4: F&B Surveys on TABS from guest in outlets. **NC**  
Rating: 5

## Section: IT initiatives

### Subsection: Data Transfer

- 1: Regular updation of Intranet. **NC**  
Rating: 6
- 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
- 2: Don't share the folders except PMS Folder **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: Regularly taking the computers data backup **NC**  
Rating: 0
- 5: Yearly once doing the clean format **NC**  
Rating: 7
- 6: Mailing address book updation **NC**  
Rating: 0

**Section:** Internet WIFI**Subsection:** General

- 1: Internet load analysis **NC**  
Rating: 0

**Section:** Network Security**Subsection:** Firewall

- 1: Regularly monitoring the Dell Sonic firewall **NC**  
Rating: 0
- 2: Regular review of logs -VPN -Firewall **NC**  
Rating: 0
- 3: Changes documented **NC**  
Rating: 0

**Section:** Business Applications**Subsection:** PMS software

- 1: Parameter changes during last 3 months **NC**  
Rating: 0
- 2: Purging of Guest History **NC**  
Rating: 0
- 3: Purging of Reservations **NC**  
Rating: 5
- 4: Purging of Guest Ledger **NC**  
Rating: 5

5: Purging of FO Transaction **NC**

Rating: 5

6: Usage of Debtors followup **NC**

Rating: 0

**Section:** Business Applications

**Subsection:** FAMS SALTDS and TDS Pack

1: Weekly tracking backup for 3 softwares **NC**

Rating: 5

**Section:** Business Applications

**Subsection:** HRMS

1: Training **NC**

Rating: 0

**Section:** CCTV

**Subsection:** Vehicle Tracking System

1: Data capturing happening on DVR & Server **NC**

Rating: 5

2: Storage of Data Clarity **NC**

Rating: 5

**Section:** CCTV

**Subsection:** CCTV

1: Mail alert camera NW **NC**

Rating: 0

**Section:** AMC & Insurance

**Subsection:** Software AMC

1: PMS Software in AMC **NC**

Rating: 0

2: Care Software in AMC **NC**

Rating: 0

**Section:** AMC & Insurance

**Subsection:** Insurance

1: CCTV Cameras **NC**

Rating: 0

## 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 **NC**  
Rating: 0
- 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
- 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  
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: 10

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. **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. **NC**

Rating: 5

12: Usage of Happy hours.

Rating: 10

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: 9
- 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: 6
- 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: 10
- 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  
Rating: 10
- 4: Daily Monitoring of SQL Sever logs  
Rating: 10
- 5: Rack maintained well - Dust free  
Rating: 10
- 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  
Rating: 10
- 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  
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  
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: 10
- 24: Admin account restrict from remote login  
Rating: 10
- 25: Don't share the folders except PMS Folder **NC**  
Rating: 0

**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  
Rating: 8
- 6: Regularly taking the computers data backup **NC**  
Rating: 0
- 7: Monitoring the computers hard drives logs  
Rating: 9
- 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: 10
- 13: UPS power supply to Computers  
Rating: 10
- 14: Yearly once doing the clean format **NC**  
Rating: 7
- 15: Mail data backup & deletion of unwanted mails  
Rating: 10
- 16: Mailing address book updation **NC**  
Rating: 0

**Section:** Computer Hardware Printers & Switches

**Subsection:** Printers

- 1: Regular Servicing of Printers  
Rating: 10
- 2: Laser/ Deskjet refill quality  
Rating: 10

**Section:** Computer Hardware Printers & Switches

**Subsection:** Switches

- 1: UPS connections to all switches  
Rating: 10
- 2: All patch panels and switches are labeled  
Rating: 10
- 3: Dressing of cabling  
Rating: 10
- 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: 10
- 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  
Rating: 10
- 4: Head phones functioning.  
Rating: 10
- 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  
Rating: 10
- 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  
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: 9
- 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

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: 10

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  
Rating: 10

**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  
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 **NC**  
Rating: 0
- 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 **NC**  
Rating: 0

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 **NC**

Rating: 0

**Section:** Business Applications

**Subsection:** PMS software

1: Usage of Software

Rating: 8

2: De-activation of ID on employee exit

Rating: 10

3: User access rights review

Rating: 10

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

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 **NC**

Rating: 5

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

Rating: 10

5: Employee Self services

Rating: 10

6: Performance Appraisal

Rating: 10

7: Training **NC**

Rating: 0

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 **NC**

Rating: 5

2: Storage of Data Clarity **NC**

Rating: 5

3: Reports working and viewed

Rating: 10

**Section: CCTV**

**Subsection: CCTV**

- 1: Working condition of all cameras  
Rating: 9
- 2: CCTV server/DVR working condition  
Rating: 10
- 3: Clarity of video captured  
Rating: 10
- 4: Storage of data in DVR's  
Rating: 10
- 5: Storage of 90 days data  
Rating: 8
- 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 ☒ Not Applicable

**Section: AMC & Insurance**

**Subsection: Software AMC**

- 1: PMS Software in AMC **NC**  
Rating: 0
- 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

Rating: 10

**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 **NC**

Rating: 0

8: Mobile phones.

Rating: 10

**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

Rating: 10

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  
Rating: 10

**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  
Rating: 10

**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  
Rating: 10
- 5: Change all your passwords  
Rating: 10



