Audit Report for Audit ID - AU0014-2

BPM Audit Report for IT Department

Audit Score

87/100

Details

Audit	AU0014
Scheduled Audit	AU0014-2
Location	Chennai
Hotel	GreenPark Hotel- GPC
Department	BPM
Checklist	BPM Audit Report for IT Department
Audit Type	Internal
Auditor	Mr Venkat A
Start Date	01-01-2018
End Date	31-01-2018
Submitted Date	09-02-2018
Status	Completed
Assigned By	Administrator Account
Non-Compliance	18
Chronic Issues	12

Comparison

<table>
<tr>
<td colspan="6">GREENPARK HOTEL- GPC
BPM AUDIT REPORT FOR IT DEPARTMENT</td>
</tr>
<tr>
<td colspan="2">BPM AUDIT REPORT FOR IT DEPARTMENT</td>
<td>Jan 2018</td>
<td>Feb 2018</td>
<td>VARIANCE</td>
<td>% of Increase / Decrease (-/ +)</td>
</tr>
<tr>
<td>S.No</td>
<td>Sections</td>
<td>SCORE OBTAINED</td>
<td>SCORE OBTAINED</td>
<td></td>
<td></td>
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<tr>
<td>1</td>
<td>Critical Tasks</td>
<td>🟢 98</td>
<td>🟢 97</td>
<td>-1</td>
<td>-1.02%</td>
</tr>
<tr>
<td>2</td>
<td>IT intiatives</td>
<td>🟡 73</td>
<td>🟢 83</td>
<td>10</td>
<td>13.7%</td>
</tr>
<tr>
<td>3</td>
<td>Server Maintenance</td>
<td>🟢 81</td>
<td>🟢 93</td>
<td>12</td>
<td>14.81%</td>
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<tr>
<td>4</td>
<td>EPABX Telephones and Mobiles</td>
<td>🟢 91</td>
<td>🟢 87</td>
<td>-4</td>
<td>-4.4%</td>
</tr>
<tr>
<td>5</td>
<td>Network Security</td>
<td>🟢 82</td>
<td>🟢 82</td>
<td>0</td>
<td>0%</td>
</tr>
<tr>
<td>6</td>
<td>Business Applications</td>
<td>🟢 91</td>
<td>🟢 94</td>
<td>3</td>
<td>3.3%</td>
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<tr>
<td>7</td>
<td>CCTV</td>
<td>🔴 57</td>
<td>🟡 62</td>
<td>5</td>
<td>8.77%</td>
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<tr>
<td>8</td>
<td>AMC & Insurance</td>
<td>🟢 92</td>
<td>🟢 92</td>
<td>0</td>
<td>0%</td>
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</table>

⬆	**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: 8

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
    ☑ Not Applicable

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
   Rating: 10

Section: IT intiatives
Subsection: IT initiatives

1: Guest Photo Check-in
   Rating: 10

2: Passport scanner integration working .
   Rating: 10

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 .
   ☑ 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 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. **NC**
   Rating: 5

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. **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
   Rating: 8

2: Regular checking for RAID Alarms
   Rating: 8

3: Regular checking for hardware errors
   Rating: 8

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 **NC**
Rating: 7

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 **NC**
Rating: 7

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. **NC**
Rating: 0

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: 8

4: CUG Plan utilisation
   Rating: 8

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: 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
Rating: 10

5: Purging of Guest History **NC**
Rating: 0

6: Purging of Reservations
Rating: 10

7: Purging of Guest Ledger
Rating: 10

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: 5

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
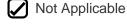
1:   Machine working properly
    Rating: 10

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: 8

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

4: UPS Backup **NC**
   Rating: 0

Section: CCTV
Subsection: CCTV

1: Working condition of all cameras
   Rating: 10

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

   Observation Text :
   80 days Storage

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 **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
>   ☑ Not Applicable

Section: AMC & Insurance
Subsection: EPABX

1: Epabx in AMC
>   Rating: 10

Section: AMC & Insurance
Subsection: Others

1: Vehicle recording in AMC
>   ☑ Not Applicable

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