

Audit Report for Audit ID - AU0089-1

BPM Audit Report for IT Department

Audit Score

86/100

Details

Audit	AU0089
Scheduled Audit	AU0089-1
Location	Hyderabad
Hotel	AVASA Hotel
Department	BPM-IT
Checklist	BPM Audit Report for IT Department
Audit Type	Internal
Auditor	Venkat A
Start Date	01-02-2018
End Date	28-02-2018
Submitted Date	27-02-2018
Status	Completed
Assigned By	Administrator Account
Non-Compliance	45
Chronic Issues	14

Comparison

AVASA HOTEL BPM AUDIT REPORT FOR IT DEPARTMENT

BPM AUDIT REPORT FOR IT DEPARTMENT		Feb 2018	VARIANCE	% of Increase / Decrease (-/+)
S.No	Sections	SCORE OBTAINED		
1	Critical Tasks	79	-	-
2	IT initiatives	83	-	-
3	Server Maintenance	90	-	-
4	Computer Hardware Printers & Switches	92	-	-
5	EPABX Telephones and Mobiles	93	-	-
6	Internet WIFI	97	-	-
7	Software Audit	98	-	-
8	Network Security	89	-	-
9	Business Applications	95	-	-
10	CCTV	77	-	-
11	AMC & Insurance	72	-	-
12	Documentation and Others	63	-	-
Audit Score		● 86	-	-

	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 INS Yearly data on Media **NC**
Rating: 0
- 2: Pen drives blocked on all Systems **NC**
Rating: 7
- 3: EPABX OS - back up once in a month **NC**
Rating: 0
- 4: 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

Section: IT initiatives

Subsection: Data Transfer

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

Section: Server Maintenance

Subsection: Server Maintenance

- 1: PMSDB not to exceed 10GB **NC**
Rating: 0

Section: Computer Hardware Printers & Switches

Subsection: Computers

- 1: Yearly once doing the clean format **NC**
Rating: 7

Section: EPABX Telephones and Mobiles

Subsection: Telephones

- 1: Status of standby Bath room phones **NC**
Rating: 0

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 Reservations **NC**
Rating: 5

Section: CCTV

Subsection: Vehicle Tracking System

- 1: Data capturing happening on DVR & Server **NC**
Rating: 5

Section: CCTV

Subsection: CCTV

- 1: Mail alert camera NW **NC**
Rating: 0

Section: AMC & Insurance

Subsection: Software AMC

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

Section: AMC & Insurance

Subsection: Others

- 1: Vehicle recording in AMC **NC**
Rating: 0

Section: AMC & Insurance

Subsection: Insurance

1: Passport scanner **NC**

Rating: 0

2: Voice Logger **NC**

Rating: 0

3: Insurance for UPS less than 1 KVA **NC**

Rating: 0

Section: Documentation and Others

Subsection: SMART updation

1: Data network updated **NC**

Rating: 7

2: Internet Network updated **NC**

Rating: 0

3: Backup summary chart **NC**

Rating: 0

4: GUI PMS user chart **NC**

Rating: 0

5: Module attributes **NC**

Rating: 0

6: Maintenance charts **NC**

Rating: 0

7: CCTV server configuration **NC**

Rating: 0

Section: Documentation and Others

Subsection: Weekly Checklist

1: Run a clean up to delete unneeded files **NC**

Rating: 7

2: Back up your files to a remote location **NC**

Rating: 7

3: Empty your recycle bin **NC**

Rating: 7

4: Delete your Internet files **NC**

Rating: 6

5: Clear your browsing history **NC**

Rating: 5

6: Delete your cookies **NC**

Rating: 5

7: 25% of Assets to be covered **NC**

Rating: 7

Section: Documentation and Others

Subsection: Monthly Checklist

1: Check for updates - OS **NC**

Rating: 7

2: Delete/uninstall unneeded or unused programs **NC**

Rating: 7

3: 50% of the above to be completed **NC**

Rating: 5

Section: Documentation and Others

Subsection: Quarterly Checklist

1: Clean your monitor **NC**

Rating: 6

2: Clean your peripherals **NC**

Rating: 5

3: Rebuild your desktop **NC**

Rating: 5

4: Change all your passwords **NC**

Rating: 5

Chronic

Section: Critical Tasks

Subsection: Important Tasks

- 1: 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

Section: IT initiatives

Subsection: Data Transfer

- 1: Regular updation of Intranet. **NC**
Rating: 3
- 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

Section: Computer Hardware Printers & Switches

Subsection: Computers

- 1: Yearly once doing the clean format **NC**
Rating: 7

Section: Network Security

Subsection: Firewall

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

Section: Business Applications

Subsection: PMS software

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

Rating: 5

2: Purging of Reservations **NC**

Rating: 5

Section: CCTV

Subsection: Vehicle Tracking System

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

Rating: 5

Section: CCTV

Subsection: CCTV

1: Mail alert camera NW **NC**

Rating: 0

Section: AMC & Insurance

Subsection: Software AMC

1: Care Software in AMC **NC**

Rating: 0

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
Attachments :
IMG_20180213_120305.jpg
QUE273_IMG_20180216_190705.jpg
- 3: PMS MONTHLY BACKUP ON MEDIA stored at Finance Fire Proof Safe
Rating: 10
Attachments :
IMG_20180213_120644.jpg
- 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 **NC**
Rating: 0
- 10: Pen drives blocked on all Systems **NC**
Rating: 7
- 11: Internet access to users as per our policy
Rating: 10
Attachments :
IMG_20180213_121031.jpg
- 12: EPABX OS - back up once in a month **NC**
Rating: 0
- 13: EPABX Preventive once in 6 months

Rating: 10

Attachments :

IMG_20180213_121621.jpg

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

Attachments :

IMG_20180213_122426.jpg

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

Attachments :

IMG_20180213_122353.jpg

8: I-Alert - message working and usage.

Rating: 10

Attachments :

IMG_20180213_122515.jpg

9: CARE - call center software functioning and usage.

Rating: 10

Attachments :

IMG_20180213_122752.jpg

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.

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: 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: 3

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: 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

Rating: 8

- 6: Switch Maintenance at Server room
Rating: 8
- 7: All patch chords labeled
Rating: 10
Attachments :
IMG_20180213_125850.jpg
- 8: All cables dressed properly and identified
Rating: 10
Attachments :
IMG_20180213_125917.jpg
- 9: Power sockets check
Rating: 10
- 10: Server UPS working condition
Rating: 10
Attachments :
IMG_20180213_130006.jpg
- 11: Earthing working properly
Rating: 10
- 12: Regular check of disk usage
Rating: 10
- 13: Removing un-necessary files /data
Rating: 8
- 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: 8
- 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

Rating: 10

Section: Computer Hardware Printers & Switches

Subsection: Computers

1: Following the local user access procedure

Rating: 10

2: Following weekly check list

Rating: 8

3: Following the Monthly check list

Rating: 8

4: Following the Quarterly check list

Rating: 8

5: Following the Yearly check list

Rating: 8

6: Regularly taking the computers data backup

Rating: 8

7: Monitoring the computers hard drives logs

Rating: 8

8: Licenced softwares only installed

Rating: 10

9: Maintaing the systems asset management

Rating: 10

Attachments :

IMG_20180213_130547.jpg

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: 7
- 15: Mail data backup & deletion of unwanted mails
Rating: 10
- 16: Mailing address book updation
Rating: 10

Section: Computer Hardware Printers & Switches

Subsection: Printers

- 1: Regular Servicing of Printers
Rating: 8
- 2: Laser/ Deskjet refill quality
Rating: 9

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
- Attachments :

IMG_20180213_140200.jpg

- 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
Attachments :
IMG_20180213_131504.jpg
- 6: MDF maintenance
Rating: 10
Attachments :
IMG_20180213_131514.jpg
- 7: Network diagram available at MDF
Rating: 10
Attachments :
IMG_20180213_141756.jpg
- 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: 8

2: Functioning of Digital Phones

Rating: 10

3: Room Phone Instrument complaints

Rating: 8

4: Condition of Room phones

Rating: 10

5: Condition of bathroom phones

Rating: 10

6: Status of standby room phones

Rating: 10

Attachments :

IMG_20180213_131943.jpg

7: Status of standby Bath room phones **NC**

Rating: 0

Section: EPABX Telephones and Mobiles

Subsection: Mobile Phones

1: Working condition of phones

Rating: 10

2: Not working/Scrapped phones

Rating: 8

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

Attachments :

IMG_20180213_155759.jpg

- 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: 8

- 2: Internet load analysis

Rating: 10

- 3: No.of internet complaints during quarter

Rating: 8

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: 8
- 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
Attachments :
IMG_20180213_142129.jpg
- 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: 8

- 2: New updates and patches are installed

Rating: 10

Attachments :

IMG_20180213_142859.jpg

- 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 **NC**

Rating: 5

6: Purging of Reservations **NC**

Rating: 5

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

Rating: 10

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: 8

3: Software Updates are done regularly

Rating: 8

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 ☒ 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: 5

2: Storage of Data Clarity

Rating: 8

3: Reports working and viewed

Rating: 8

Attachments :

IMG_20180213_144705.jpg

4: UPS Backup

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

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

Rating: 10

Section: AMC & Insurance**Subsection: Software AMC**

1: PMS Software in AMC

Rating: 10

Attachments :

IMG_20180213_150603.jpg

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 **NC**

Rating: 0

Section: AMC & Insurance

Subsection: Insurance

1: EPABX

Rating: 10

2: Passport scanner **NC**

Rating: 0

3: Softwares working with Dongle

Rating: 10

4: Voice Logger **NC**

Rating: 0

5: Laptops in Insurance

Rating: 10

6: Insurance for UPS less than 1 KVA **NC**

Rating: 0

7: CCTV Cameras

Rating: 10

8: Mobile phones.

Rating: 10

Section: Documentation and Others

Subsection: SMART updation

1: Data network updated **NC**

Rating: 7

2: Internet Network updated **NC**

Rating: 0

3: Distribution charts of switches updated

Rating: 10

4: UPS layout distribution updated

Rating: 10

5: I.P. configuration chart

Rating: 10

Attachments :

IMG_20180213_153421.jpg

6: Virus updation chart

Rating: 10

7: Backup summary chart **NC**

Rating: 0

8: GUI PMS user chart **NC**

Rating: 0

9: Module attributes **NC**

Rating: 0

10: Maintenance charts **NC**

Rating: 0

11: Data server configuration

Rating: 10

12: Care server configuration

Rating: 10

13: CCTV server configuration **NC**

Rating: 0

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: 8

- 3: Run a clean up to delete unneeded files **NC**

Rating: 7

- 4: Back up your files to a remote location **NC**

Rating: 7

- 5: Empty your recycle bin **NC**

Rating: 7

- 6: Delete your Internet files **NC**

Rating: 6

- 7: Clear your browsing history **NC**

Rating: 5

- 8: Delete your cookies **NC**

Rating: 5

- 9: Update your virus definitions

Rating: 10

- 10: Run a full virus scan

Rating: 10

- 11: 25% of Assets to be covered **NC**

Rating: 7

Section: Documentation and Others

Subsection: Monthly Checklist

- 1: Check for updates - OS **NC**

Rating: 7

- 2: Delete/uninstall unneeded or unused programs **NC**

Rating: 7

- 3: 50% of the above to be completed **NC**

Rating: 5

Section: Documentation and Others

Subsection: Quarterly Checklist

- 1: Clean your keyboard

Rating: 8

- 2: Clean your monitor **NC**

Rating: 6

3: Clean your peripherals **NC**
Rating: 5

4: Rebuild your desktop **NC**
Rating: 5

5: Change all your passwords **NC**
Rating: 5