Audit Name:
Area/process/project: Managed Service Agreements
Date:
Prepared by: [Add auditor name]
Reviewed by: [Add manager name]

		Risk / control			Design Assessment							Operating Effectiveness Testing
Risk Ref	**Risk**	**Type of Risk** Strategic / Operational / Financial / Compliance etc.	**Expected Control** Best practices to manage risks	**P** Preventive	**D** Detective	**C** Corrective	**A** Automated	**S** Semi-automated	**M** Manual	**Design Effective/ Ineffective**	**Testing Script** Highlight key testing steps / strategy for every KEY control to be relied.
Section 1 - Identify IT Services											
1..1	Misalignment between business requirements and IT services.	Strategic	Assess current I&T services and levels, identify gaps, and match demands to existing services or create new service packages. Regularly review services for obsolescence.	X		X			X	Effective	**Service Gap Review:** Verify if a formal process exists for identifying gaps between business requirements and IT services by reviewing documentation of gap analysis and alignment processes. **Stakeholder Interviews:** Conduct interviews with key stakeholders (e.g., business managers and IT service managers) to confirm that there is regular communication and agreement on service requirements. **Review of Service Packages:** Check service packages or IT service catalogs for evidence of modifications based on identified gaps or business needs. **Review Obsolescence Process:** Confirm if obsolete services are being identified and decommissioned regularly by examining past service reviews and decommissioning logs.
1..2	Failure to capture future IT needs or insufficient capacity.	Operational	Analyze future demand and confirm the capacity of existing services. Analyze business processes to identify new service needs and redesign services where necessary.	X		X		X		Effective	**Capacity Planning Review**: Review the documented process for forecasting future IT demands and capacity needs. Ensure the process includes clear steps to evaluate business growth, new projects, and demand forecasting models. **Capacity Utilization Data:** Examine reports of service capacity utilization to ensure that the existing services are not over or underutilized, and future demand is anticipated. **Demand Forecasts:** Review any demand forecasting reports or business analysis that identifies future IT needs and compare it with implemented changes or upgrades to services. Testing Process Adjustments: Verify that any changes to IT services, based on identified demand, have been implemented correctly by reviewing post-implementation testing logs or user feedback.
Section 2 - Catalog IT-Enabled Services											
2..1	Service catalog becomes outdated or incomplete.	Operational	Ensure that all live I&T-enabled services, service packages, and service level options are published in up-to-date catalogs. Continually review service components to keep the portfolio and catalog complete and accurate.	X	X			X		Effective	**Catalog Review:** Verify that the catalog of I&T-enabled services is complete and updated regularly by reviewing recent updates or changes in the service catalog. **Audit Trails:** Check for audit logs or version history that demonstrates regular updates to the service catalog. **Comparison with Portfolio:** Compare the service catalog against the service portfolio to ensure all live services are included and accurately reflected in the catalog. **Stakeholder Interviews:** Conduct interviews with business relationship management and IT teams to confirm that there is a process in place to update the service catalog in a timely manner when services change.
2..2	Business is not informed of service catalog updates.	Compliance	Communicate any updates to the service catalogues to business relationship management.		X	X			X	Effective	**Communication Log Review:** Verify that communication about service catalog updates is being shared with the relevant business units by reviewing meeting notes, emails, or announcements. **Recipient Confirmation**: Check for acknowledgement from the business that they have received updates on any changes in the service catalog. **Stakeholder Feedback:** Conduct interviews with business stakeholders to confirm that they are being kept informed of any service catalog updates that impact them.
Section 3 - Define and Prepare Service Agreements											
3..1	Service agreements do not meet business requirements.	Strategic	Analyze new or changed service requirements and ensure they are matched with service options in the catalog, considering factors like availability, performance, and security.	X		X			X	Effective	**Requirements Documentation:** Review the documentation of business requirements and compare them to the terms of the service agreements to ensure alignment. **Service Catalog Match:** Ensure that the services being offered match the services and options listed in the service catalog. Check for any discrepancies. **Requirement Review Meetings:** Examine meeting minutes where business requirements and service levels were discussed to confirm mutual agreement. **Performance Metrics:** Review performance data to verify that the service agreements are meeting the agreed-upon levels for availability, performance, and security.
3..2	Misalignment between customer service agreements and internal operational agreements.	Operational	Draft service agreements based on catalog services and agree on internal operational agreements to underpin them. Collaborate with supplier management for external contracts if necessary.	X		X			X	Effective	**Service Agreement Review:** Review final service agreements and internal operational agreements to confirm that they align with each other. **Supplier Contract Review:** If applicable, verify that any external supplier contracts are consistent with the customer service agreements and cover required service levels. **Internal Stakeholder Interviews:** Conduct interviews with internal stakeholders involved in operational agreements to ensure alignment between their responsibilities and the customer service agreements.
Section 4 - Monitoring and Report levels											
4..1	Failure to detect performance deviations from service agreements.	Operational	Establish measures to monitor service level data and provide regular reports on performance, including deviations from agreed values.		X		X			Effective	**Monitoring Reports:** Review the reports generated from the service level monitoring system to confirm that performance is being measured according to the service agreements. **Deviation Logs:** Verify if performance deviations are being documented, reported, and escalated for resolution. **Regular Reporting Frequency:** Check the frequency and consistency of service performance reporting to ensure regular evaluation and communication with the business. **Performance Issue Escalation:** Review the process for handling performance deviations and corrective actions to ensure issues are addressed in a timely manner.
4..2	Negative performance trends not being addressed.	Operational	Perform regular reviews to identify trends and forecast service level performance. Agree on action plans to address performance issues or negative trends.		X	X		X		Effective	**Trend Analysis:** Review historical service level data to identify trends in performance. Ensure that there is documentation of trend analysis over time. **Action Plans for Negative Trends:** Verify that action plans are created and agreed upon when negative trends are identified. Check if these plans are implemented and followed up on. **Stakeholder Involvement:** Confirm that the business is involved in trend analysis and decision-making around any corrective actions related to service performance issues.
Section 5 - Review Service Agreements and Contracts											

Risk Ref		Type of Risk	Expected Control	P	D	C	A	S	M		Testing Script
5..1	Service agreements are outdated or no longer effective.	Compliance	Regularly review service agreements to ensure they are up to date and revise them as needed, considering changes in business requirements or service packages.	X	X			X		Effective	**Scheduled Review Compliance:** Verify that service agreements are being reviewed according to the agreed schedule by checking meeting records and review logs. **Agreement Changes:** Review documentation of any changes made to the service agreements as a result of the periodic reviews. Check for business approval of changes. **Requirement Update Review:** Ensure that any changes in business requirements are reflected in the updated service agreements.
5..2	Internal operational agreements are not updated in line with service agreements.	Strategic	When revising service agreements, ensure internal operational agreements are also updated to match any changes.	X		X			X	Effective	**Internal Agreement Review:** Check if internal operational agreements have been updated whenever there are revisions to the customer service agreements. **Stakeholder Collaboration:** Review evidence of collaboration between the business, IT, and internal teams when making changes to operational agreements. **Change Logs:** Examine the logs that track changes to both customer and internal operational agreements, ensuring all updates are documented and aligned.