Appendix 2: Full Detail of Oustanding Audit Actions April 2022

Audit Name	riority Lev	e Action Detail	Fixed Target	Last Update	Update Provided by Owner
Hardware & Software Asset Management Control 19/20 / 3	Amber	A thorough review of the ICT asset database should be undertaken on a regular basis to ensure that all assets include a location and the information recorded on them is complete, accurate and up to date.	01/09/20	01/12/21	Audit on process started last week. (Colin Chalmers and Desktop team)
Cyber Security Risk Management 2020.21 / 1	Amber	Management should provide operational updates including risk status related to its compliance with National Centre for Cyber Security (NCSC) 10 Steps for Cyber Security Principles (such as Network Security, Secure Configuration, Incident Management and Malware Prevention) to the information Governance Group on a quarterly basis to ensure all key stakeholders are engaged and aware of current status.	31/12/21		
Cyber Security Risk Management 2020.21 / 3	Amber	Management should complete the update of the Council's Cyber Security Incident Response Plan. The plan's contents should reflect the guidance provided by the NCSC (National Cyber Security Centre) and include the following: - Procedures for assessing the nature and scope of an incident - Identifying an incident - Eradication procedures - Containment procedures - Recovery - Lessons learnt All stakeholders must be aware of their roles and responsibilities and the document should be included in a regular review cycle, at least once per year.	30/09/21		

Cyber Security Risk Management 2020.21 / 4	Red	Management should undertake a review to assess the content, delivery method and quality of the council's user education programmes for cyber/IT security.			Updates and advice still being circulated via intranet anyway. Especially when threats / risks advisories are received.
		Efforts should be made to harmonise the education packages, extracting the most relevant elements from each to create an optimum package.			
		Due to increased security concerns as a result of COVID-19, the awareness training should be focused on phishing emails and social engineering.			
		This education should be deployed to users at least on an annual basis, with consideration given to bu-annual refresher sessions.	30/09/21	02/03/22	
		New starters must complete this education on a mandatory basis to ensure that security awareness is embedded from day one of their employment within the Councils.			
		Training completion should be monitored and there should be a record of all the training that has been provided and completed to all members of staff.			
Digital Services - Development and Management 2020.21 / 2	d <mark>Amber</mark>	The Matrix should be used as a primary source of reference throughout ICT and potentially the wider business, detailing key information about systems integration, application management and maintenance, documenting all			CAB Process amended to include ASR check. (completed)
		integration journeys into and out of the system and key dependencies, as well as support arrangements, the hosting platform, and system life-cycle management information.			2. Data Steward - People picker Column to be added in the ASR. (pending)
		Additional information should also be added to the Applications Matrix in due course, such as designated system Data Stewards and System Administration/Super User information.	31/05/22	09/03/22	Application support Working with Information Governance team and Boards to identify Data Stewards.
					3. System Admin/Super User column in the ASR added (Completed) - this is recorded in the ASR record for the corporate application, as per

screenshot attached.

Business processes should also be adapted to ensure that the Applications Digital Services - Development and Amber Evidence that CAB is using the ASR - Completed Matrix is consulted prior to making changes or decisions about hosting Management 2020.21 / 3 methods. The matrix may evolve into an essential reference point, but its Evidence that the Procurement Process uses the usage needs to be embedded into existing practices to ensure the matrix ASR - In Progress remains of value. Introduce a Category column into the ASR - for example Case Management against corporate systems that provide a particular services and then this will allow people to search against categories when looking for a corporate application in the ASR. This work has been added to the ASR Development Plan and is expected to be completed by the end of May (copy attached). In progress 31/05/22 09/03/22 Introduce Meta data/locally used names into ASR e.g. Anite/Information@Work/NEC Document Management. This work has been added to the ASR Development Plan and is expected to be completed by the end of May 2022 (In Progress) Publish ASR (or cut down ASR) to council intranets this will allow officers to review and interrogate the ASR. This work has been added to the ASR Development Plan and is expected to be completed by the end of May 2022 (In Progress) Digital Services - Development and Amber Management should provide guidance to all Service Areas who own and Publish ASR (or cut down ASR) to council intranets manage their own applications, informing them that any changes made to Management 2020.21 / 4 ICT Have moved HOTS containing sensitive info out systems which integrate with other systems and services must be of ASR and into separately access controlled list communicated to ICT, with an explanation of potential impacts, such as with links in ASR. This will allow officers to review integration breakages. and interrogate the ASR. This work has been added to the ASR Development Plan and is expected to be 31/05/22 09/03/22 completed by the end of May 2022 Data Steward - Column to be added in the ASR. . This work has been added to the ASR Development Plan and is expected to be completed by the end of 2022

Digital Services - Development and Management 2020.21 / 5	ICT should provide guidance to operational teams on how Service Areas may utilise test environments, and provide information about the existing processes for undertaking changes, particularly with reference to the weekly Change Advisory Board meetings. This flow of information should be supported by designated points of contact within both the teams and ICT to maintain open lines of communication.	31/05/22	01/12/21	AD, VM environments, physical switches, door access system
Digital Services - Development and Management 2020.21 / 6	Systems that have integration should be flagged within the Application Matrix so that the Councils know that a process must be followed and communicated to ICT if a change is required. Operational teams should obtain access to the Matrix (or a cut-down version of it that cannot be edited) which should be consulted prior to any changes being made. If a required change is identified for one of the systems that is flagged, it should be communicated to ICT, who should provide guidance and support to ensure the change does not impact systems.	31/05/22	09/03/22	Evidence of ASR being consulted with regard to 3C ICT Changes - completed Publish ASR (or cut down ASR) to council intranets - this will allow officers to review and interrogate the ASR. This work has been added to the ASR Development Plan and is expected to be completed by the end of May 2022 - Any publication of the ASR would need to be backed up with a communication plan as to what it is we are sharing, why and what officers can do with it. (In progress) Data Steward - Column to be added in the ASR. Andrew Working with Information Governance team and Boards to identify Data Stewards. In

Progress and on track for May 2022

Management 2020.21 / 7	such as payroll, financial and procurement, a review of all users with access should be performed to confirm there is a continued business need. The Leavers' Process should be updated to include checking that all application-level access is revoked when someone leaves the Council.			Project team who are working to introduce phase 2 of the HR project. This will include the ability to synchronize data on joiners/movers and leavers with 3C ICT on an automated basis and thus deliver the second part of this action.
		31/12/21	03/03/22	3C ICT had a supplier workshop booked in for mid March to explore options but this has been postponed by the project manager to late April. The project manager is also leaving. ICT have reached out to SCDC Project sponsor to find out plans for second project phase and for replacement of project manager. ICT have resource available to work on the automation, had made good progress on specifications and are doing what we can to prepare, but we need supplier and project involvement to deliver required changes to HR system so are currently blocked.
Digital Services - Development and Amb Management 2020.21 / 8	Additionally, as a secondary control to identify when errors are made during execution of the Council's Leavers' process, a review should be performed every 90 days/each quarter to identify any Leavers' AD accounts that still remain in an active state. Steps should then be taken to disable/remove that access as soon as possible.	31/12/21	03/03/22	We are blocked on full implementation of this action by the status of the Project led by SCDC and required changes to the HR application needed to automate Joiners/Leavers/Movers
Digital Services - Development and Amb Management 2020.21 / 9	email alerting system is documented, particularly how errors are identified and managed, with the potential of improving the process, or perhaps investing in additional alerts in the future.	31/12/21	02/03/22	
Cloud Computing 2020.21 / 1	The process should be documented and shared with all relevant staff. Management should review and revise the ICT Strategy document to include a detailed overview of intentions to perform feasibility assessments on corporate applications/services to ensure if they can be potentially hosted in the cloud.	31/12/21		

Cloud Computing	2020.21 / 2
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Amber

Management should update the design of the ICT Applications Matrix to include a detailed profile of each corporate application in use throughout the three councils.

The matrix should contain information about the application, such as:

- -∆ow it is supported and by whom
- -Where it is hosted
- -Bwhat contractual obligations are in place
- -Whether a system upgrade is pending and it has vendor agreement to be hosted in the cloud.

31/12/21

As well as supporting a defined framework criteria for assessing applications' optimum hosting platforms, this document will also inform business continuity planning and future decisions for enhancement or replacement of applications.

Cloud Computing 2020.21 / 3

Red

Management should determine the agreed criteria to be used when assessing an application's potential for migration to the cloud.

Using the Applications Matrix as guidance, a defined framework should be constructed to ensure that all potential scenarios are factored into the assessment criteria to determine the driving focus.

For example, an application may be identified as nearing the end of its support agreement, so the potential to amend its current hosting methods may be preferable for reasons such as cost, system availability or system stability.

Alternatively, the hardware used to host the application may be due for replacement, so a decision must be taken on whether migration to the cloud is a preferable option.

The design of the framework should be consistent, yet flexible enough to adapt to multiple potential scenarios, at its core, focusing on the elements regarded as high priority, such as: cost saving, potential risk, system availability and contractual obligations.

The key element of the decision-making process is to assess the appropriateness of migrating/not migrating an application to the cloud versus remaining "as is", with clearly documented pros and cons of each scenario.

Workshop to finalise the framework to take place in Dec. Delayed due to other priorities (systems stability and availability) and EACS report.

31/12/21 01/12/21

Cloud Computing 2020.21 / 4

Red

Using the Migration Assessment Framework as a guide, a Corporate Applications Roadmap should be drafted, to ensure which applications the Councils would migrate to the cloud as well as which must be migrated to the cloud (for example, to avoid an impending required investment such as procurement of a new hardware.)

Management should assess possible dependencies of each system moving forwards, considering that multiple services may exist on the same platform on multiple servers – including business critical with non-business critical - so what happens to one application may impact others hosted on the same server.

The Corporate Applications Roadmap should have a forward projected "review by" date applied for all systems that cannot be migrated to the cloud at this time and an overview of dependencies prohibiting migration, with a schedule to revisit and reassess their status built into ICT's ongoing calendar of activities.

In addition, there should be reviews performed for all applications that have already been migrated to the cloud to evaluate latency and user connectivity, system availability, and if the hosting method remains appropriate.

Inventory of IT Assets 2021.22 / 1 Amber

Run regular reports from 'lansweeper' to establish what assets are connected to employee's laptop and update the inventory with this information. This will be dependent on speaking with the system administrator of 'lansweeper' to establish if docking stations could also be detected on the software.

Dependent on the success of Lansweeper, further inventory review may need to take place via Microsoft forms, in which employees' detail what equipment employees have in their custodianship.

[Discussions held regarding wording so not to highlight that ICT are unaware of location and custodianship of hardware Still WIP due to other priorities. Log4J, Tascomi, sprint8. Needs to be picked up again - This will be generated from including replacement or end of contracts dates in the service matrix.

31/12/21 02/03/22

29/07/22

Inventory of IT Assets 2021.22 / 2 Amber

Previous Hardware & Software Asset Management Control 19/20 audit resulted in the creation of Action 1516: "A thorough review of the ICT asset database should be undertaken on a regular basis to ensure that all assets include a location and the information recorded on them is complete, accurate and up to date". This action remains in process.

The current audit highlights that this action cannot be closed as a review of the inventory has not been conducted and no process in place to make the review regular. This should be completed once the Inventory is up to date following the reviews.

Inventory of IT Assets 2021.22 / 3 Amber

Conduct a 'Laptop Amnesty' to collect unused laptops from staff. This is to then be followed by a 'walk around' Pathfinder House, checking cupboards and drawers to gather unused laptops. Update the inventory where necessary.

[Discussions held regarding wording so not to highlight that ICT are unaware of location and custodianship of hardware] 21/12/20

30/06/22

Inventory of IT Assets 2021.22 / 4	Amber	Update the Asset Tagging Process to include:	
		An independent officer to run a monthly report to ensure the number of assets ordered via Tech1 reconciles with the number of assets uploaded into the inventory for the same month. Any discrepancies need to be reported. [An independent officer should be someone separate from the officers who received the order at Pathfinder House and uploaded the assets into the inventory].	31/05/22
		A process to create an entry in the inventory to record asset tag 'errors' and gaps and provide an explanation as to why an asset number is not assigned to an asset.	
		This should be followed with retraining staff of the new asset tagging process.	
Inventory of IT Assets 2021.22 / 5	Amber	Review the inventory to locate gaps in the asset number sequence and create entries to explain the reasons for these gaps.	29/07/22
Inventory of IT Assets 2021.22 / 6	Amber	Reminder to all staff of the ICT Asset Management policy so they are aware of how to request and update location of assets through hornbill and also how to appropriately return assets.	31/05/22
		[This was previous Action 1515 from Hardware & Software Asset Management Control Audit 19/20. Closed 21/12/2020 but now has lapsed]	31/03/22
Inventory of IT Assets 2021.22 / 7	Amber	Review of the custodianship of surplus laptops so they can be readministered within the Council. Ensure that any decisions regarding the custodianship is reflected in the leavers process.	31/05/22

Inventory of IT Assets 2021.22 / 8	Amber	Create policy regarding the donation of ICT assets to communities. This needs to outline what assets can be donated, the criteria for who may receive donated assets and who can authorise the donation. A process also needs to be produced alongside this to confirm how applications for assets can be made and how approval is given.	31/08/22		
PCI DSS 18.19 / 3	Amber	A training needs assessment should be performed for all members of staff that have responsibility for PCI DSS compliance activities so as to determine their training needs.	01/04/20	09/03/22	
PCI DSS 18.19 / 4	Amber	Compliance should be monitored and actin taken when members of staff are found to have not completed the PCI DSS training or have not read the policy and procedures.	01/04/20	09/03/22	
PCI DSS 18.19 / 5	Amber	Actions need to be drawn together in a policy which sets out how the council will manage PCA DSS compliance activities and the policy should be reviewed on a regular basis. this should include but not be limited to: - Assignment of roles and responsibilities for ensuring that the Council is PCS DSS compliant - Procures for staff that are responsible for taking card payments - The Council's security strategy in relation to the storage, processing and transmission of credit card data - A set of instructions for detecting, responding to the storage, processing and transmission of credit card data.	01/04/20	09/03/22	
Purchase Order Compliance 2019.20 / 1	Amber	Investigation into what can be done within the system to place a lockdown on budget codes so only budget manager and their delegated officers can use their cost centre and approve expenditure on their code. This investigation will also find out what HDC can amend alone and what can be done with Tech1 assistance (and the cost of this). Investigation should also look at whether the system can be set so that the PO originator defaults to sending the PO to the budget holder i.e. link a user to a default approver.	30/06/21	07/03/22	Have discussed with System Accountants at City & SCDC. This would be a major piece of work to reconfigure the process and not likely to be done in the near future. Costings not obtained from T1 yet.
Purchase Order Compliance 2019.20 / 2	Amber	Further investigation will be taken to find out whether the system can be improved by showing the approver the remaining budget at the time of approving a requisition. This will enforce informed commitment making and remove existing blind approvals.	30/06/21	07/03/22	Investigate if the functionality has been brought in on a recent upgrade or on the roadmap. Then timescales can be set.

Purchase Order Compliance 2019.20 / 3	Amber	Authorisation limits will be reviewed – unlimited authorisation limits will be amended; and users will be given appropriate limits based on needs for their role (not their grade) and the existing hierarchy within their team and who should be authorising POs.	31/07/21	07/03/22	Where teams change during the year or restructures occur, the levels are evolving to be role appropriate. It would be more appropriate to keep the unlimited level for large projects such as Future HIgh Street Funds, rather than moving levels up and down each time a high level of expenditure occurs.
Purchase Order Compliance 2019.20 / 4	Amber	Self -authorised requisitions will be monitored. The process by which this will be done is yet to be decided: it is likely to be a 6 monthly report of activity and volume, and check and re-education.	31/10/21	07/03/22	A report will be written to send out to managers. How effective this will be depends on managers having the time and appetite to read it, let alone act on it. Aim to produce report by end of April 2022.
Purchase Order Compliance 2019.20 / 5	Amber	Written procedures on the PO process will be written and issued to users. Users will be educated and refreshed on certain areas not being performed correctly and causing delays or inefficiencies in the process e.g. current issue of failure to receipt, inappropriate use of retrospective ordering. Guidance will give specific reference to use of retrospective ordering; correct VAT codes; use of the delegation functionality to avoid delays; etc. Guidance should be posted to the 'Popular' section of the Intranet for quick access for users.	30/09/21	31/01/22	Presentation made at services forum and includes some do's and don't's These procedures have been produced and shared via a number of channels. Guidance is on Slide 5 of this deck https://councilanywhereorg- my.sharepoint.com/:p:/g/personal/justin_andrews_ huntingdonshire_gov_uk/EeSkq4icJ0VKvYNKhogV6v sBizP-Kviu8WFIXDh82NNSzQ?e=w4JWER
Purchase Order Compliance 2019.20 / 6	Amber	The above user guidance will include specific guidance on the use of retrospective ordering (when it is appropriate/efficient to use). Consideration will also be given to introducing a Performance Indictor for retrospective ordering to measure its ineffective usage and inform where further education is needed.	30/09/21	31/01/22	Action reassigned to Sandra Dean - action transferred with implementation date already passed and no extension provided.
Purchase Order Compliance 2019.20 / 7	Amber	Guidance will also include the use of 'bulk orders' which can be used for contracts requiring repeated invoices over the year introducing draw-down from the total commitment. This will be set-up and users provided with education and a demo on its use and application within Services.	30/09/21	31/01/22	Action reassigned to Sandra Dean - action transferred with implementation date already passed and no extension
Purchase Order Compliance 2019.20 / 8	Amber	Investigation will be made into finding out how many supplier accounts we have for employees and put these accounts into suspension so they cannot be used.	30/04/21	07/03/22	Systems Accountant to set employees status to inactive so that AP team do not make payments to Staff via TechOne. Aim to do by the end of March 2022.

Land Charges 18.19 / 3	Amber	Written procedures should be in place to support how the costs and calculation process is carried out.	30/06/21	02/03/22	Given the immanency of the deadline and the lack of resources (staff) the deadline of 31/03/2022 will be missed and given the uncertainty around management structure and recruitment I would suggest a new target of 31/03/2023.
Budget Monitoring and Forecasting 2020.21 / 1	Amber	Management should perform a training needs analysis to identify and assess the level and type of training required by members of staff with regards to budget monitoring and forecasting and the use of the forecasting module, which should include, but not be limited to, salaries and project budgets. A mandatory training programme should be put in place that is based upon the requirements of the training needs analysis. Training completion should be recorded and monitored and training should be maintained for audit purposes.	31/12/21	03/03/22	This is currently low on the list of priorities, with the 2020/21 audit currently underway, and 2021/22 year fast approaching. Upcoming staffing changes in line management and lack of clarity around roles and responsibilities mean that this has fallen behind schedule.
Budgets and MTFS 2020.21 / 1	Amber	Management should perform a training needs analyses to identify and assess the level and type of training required by members of staff and Members with regards to the MTFS and the use of the budget module, which should also identify any training needs for Members. A mandatory training programme should be put in place that is based upon the requirements of the training needs analysis. Training completion should be recorded and monitored and training records should be maintained for audit purposes.	31/12/21	03/03/22	This is currently low on the list of priorities, with the 2020/21 audit currently underway, and 2021/22 year fast approaching. Upcoming staffing changes in line management and lack of clarity around roles and responsibilities mean that this has fallen behind schedule.
Budgets and MTFS 2020.21 / 2	Amber	Management should document the Council's MTFS methodology, which should include, but not limited to: - The documentation required and used during the process - Interviews with key personnel undertaken - Risk assessments - Information gathered and used, including the basis for assumptions	31/03/22	30/03/22	With the lack of s151 officer, department reorganisation, 2020/21 audit and now 2021/22 year end upon this will not be completed by the target date. I cannot give a revised date at this time.
Treasury Management 2020.21 / 1	Amber	Management should put arrangements in place for ensuring that investment opportunities outside the Council's Treasury Management are identified and proactively monitored.			New investment opportunities will be presented to TCMG, discussed and a decision on whether to proceed with investments will be taken.
		Furthermore, the Council should put in place detailed and defined guidance with regards to any such investment opportunities with clear linkages to the Council's Treasury Management Strategy and framework.	10/06/21	07/04/22	

Treasury Management 2020.21 / 2	2 Amber	Management should finalise the Terms of Reference for the Council's Treasury and Capital Management Group, which should ensure that the Group provides sufficient oversight and monitoring of the Council's treasury management activities. Furthermore, the Terms of Reference should define the frequency with which the Group should meet and there should be a requirement for action plans to be put in place and followed up to resolution.	31/10/21	07/04/22	New terms of reference have been drafted these will be discussed at the next meeting in May
Main Accounting System 2020.21 / 1	Amber	The Disaster Recovery Plan will be reviewed and updated to reflect the move to Tech1 and any revised arrangements to ensure continuity of service across the wider Finance area.	30/09/21	07/03/22	Reliant on other members of Finance to update their areas as the Plan doesn't just cover TechOne. Target end of June as this may clash with closing down the accounts.
Main Accounting System 2020.21 / 3	Amber	The Payroll reconciliation will be remapped / worked up for the new HR / Payroll system. Instructions will be documented and the routine task handed over to the Payroll team for actioning.	30/09/21	07/04/22	Data not being posted to the ledger has been identified and posted manually. These entries will be posted where possible through the payroll to finance system interface or where not manually. An annual reconciliation has just been completed for 2021/22 with no major issues, and ongoing monthly reconciliation will be completed by the payroll team with assistance from the finance team
Main Accounting System 2020.21 / 4	Amber	Debtors reconciliation issues will be investigated and resolved. The process for the reconciliation going forward will be documented and responsibility handed over to the Exchequer Officer.	31/03/22	07/04/22	An annual AR reconciliation is being progressed by the Senior Finance Business Partner this is a straightforward task which can be completed by the AR/AP Manager on a monthly basis.
Debtors 2020.21 / 1	Amber	Systems, processes and resource needs will be reviewed across the whole Debtors function. An action plan will be established, in conjunction with the team, to support delivery of improvements and address the control failings identified during the quarterly reviews (see Appendix, attached to the action).	31/03/22	02/03/22	The target of 31/03/2022 for implementing the audit recommendations will not be achieved. No start has been made on the actions required and given the lack of resources and management steer, despite being a risk i cannot suggest a realistic target to achieve.
Creditors 2020.21 / 2	Amber	Written procedure notes will be reviewed and updated to ensure that they are reflective of current practices and cover all elements of the creditors system	31/03/22		
Creditors 2020.21 / 3	Amber	The Supplier Amendment Form (SAF) will be updated to include the requirement for Tech1 to be checked for existing suppliers prior to the new supplier being requested. In addition, AP staff will be reminded of the need to check the system before a new supplier is created.	31/07/21	31/01/22	Form not yet amended to reflect details agreed, but work is in hand to move to an e-form for new suppliers and supplier changes. It is intended that this will include reference to the checks required, and if possible with incorporate a built-in check to the system for duplicates (requires investigation).

Creditors 2020.21 / 4	Amber	Options for monitoring and addressing duplicate payments will be investigated and staff (AP team and wider services) will be reminded of the checks required when processing invoices for payment.	30/09/21	13/01/22	reassigned to Sandra Dean , TL of Credit Control Team, as Oliver Colbert no longer in that role/team.
Small Works Contract 21.22 / 1	Amber	A dedicated small works contract or framework agreement will be tendered and formalised for use across the authority.	30/04/22		
Small Works Contract 21.22 / 2	Amber	Staff responsible for procurement will be made aware of the contract, its use mandated, and details of pricing / rates and staff responsibility will be communicated.	31/05/22		
Small Works Contract 21.22 / 3	Amber	Formal contract management monitoring arrangements will be established, including review of spend, spot checking procurements and routine liaison meetings with service users and the supplier.	30/11/22		
Small Works Contract 21.22 / 4	Amber	Spend outside of the contract will continue to be monitored.	30/11/22		
Data Protection and Information Management 15.16	Amber	The Senior Information Risk Officer (SIRO) shall decide how long information and emails etc shall be kept within Anite, and the process for purging or archiving.	30/09/16	17/05/21	The action around I@W was passed to the SIRO following the departure of the previous SIRO. Progress since then has been delayed, but by no means halted by Covid response. Currently the Information and Governance Board at HDC have commissioned a full stock take of information governance arrangements across the authority which has been presented to Corporate Governance and are working through an action plan. In addition policies are being reviewed and adopted as an authority. This work will provide the specific answer to the retention rules for I@W.
MiPermit 2021.22 / 3	Amber	In conjunction with the Information Governance Manager / Data Protection Officer, consider what information may need to be added to the MiPermit Portal to highlight the Privacy Notice to customers before they submit their information.	31/03/22		