

Internal Audit Schedule

Recent follow-up on the Management Agreed Corrective Actions recommended by the Internal Audit Progress Status as at October 2016)
(Agreed Timeline missed by 6 months or longer)

MT	Original Timeline	Unit		Agreed Corrective Actions	Significance of each action	Updated Timeline	Management Comments	Progress toward full implementation
	IT Disaster Recovery and Backups Review (Oasis1136787)							
	Dec 2014	City Corporate	3c	Obtain Management Team confirmation on an acceptable Recovery Point Objective (RPO) for offsite storage Note: The recovery point objective (RPO) is the maximum acceptable level of data loss following an unplanned "event", like a disaster, crime, or any other business or technical disruption that causes data loss. The RPO represents the point in time, prior to such an event or incident, to which lost data can be recovered (given the most recent backup copy of the data).	Management expectations may not be met	Dec 2016	Agree to action.	A new backup solution was implemented in October. For critical servers there will be four backup snapshots of each server per day, for non-critical servers there will be two backup snapshots of each server per day. These backups will not impact users of the systems. The backups will be stored online allowing for quicker recovery than currently possible with the tape solution. In addition, critical data (e.g. Council website, Ozone) will also be held in the cloud using Microsoft Azure which adds another layer of data protection.
	Dec 2014	City Corporate	8a	Update Disaster Recovery Plan (DRP) documentation to be consistent with the Business Continuity Plan (BCP)	Management expectations may not be met	Feb 2016	Once BCP plans are developed/ finalised and brought together this will be possible. When last sighted by IT the plans varied significantly in completeness and validity so IT has undertaken a best guess at this stage.	The IM DRP will be updated now that the new backup solution has been implemented. As part of this process it will be checked to ensure it aligns with the IM BCP. This comment applies to 8a to 8c.
8b			Validate the DR Plan with the business to ensure consistency	Agree once BCPs are meaningful.				
8c			Include an escalation decision tree in the plan	Agree to action.				
8d			Obtain Management Team sign off for the priority restore order of applications.	There is a logical system order that servers have to come up in in order to work. However, MT should validate the business BCPs which will determine the order of priority for applications. This can be summarised for MT in a report once meaningful BCPs are completed.			In the Information Management BCP the recovery time objectives for the top twenty ranked services have been identified, based on interviews with managers of critical divisions. This information will be used for the priority restore of applications in a BCP event. The priority restore of applications will be tested during the next BCP test. The Management Team will be informed of the priority restore order.	

MT	Original Timeline	Unit		Agreed Corrective Actions	Significance of each action	Updated Timeline	Management Comments	Progress toward full implementation
	Non-Financial Performance Measures (Oasis 1166089)							
	June 2015	City Future Libraries City Future	1a)	Develop written business rules for all Key Performance Indicators (KPIs) in the LTP to remove ambiguity in the determination of met or not met.	It may be unclear how to measure KPIs, what data to collect and whether the KPI is met or not.	June 2017	Agree with need to document business rules and will implement, but the key is to have measures that can actually be assessed. Agree with the need to write business rules for KPIs. This can be done before June 2015 for the 2015/16 Long Term Plan KPIs.	Business rules are in place for all except two KPIs. One of these KPIs is for Economic Development because a Council Controlled Organisation called Central Economic Development Agency (CEDA) was newly formed in the second quarter of 2015/16. The draft KPIs for CEDA have been identified and will form part of the contract with CEDA. The contract is still being finalised. The related business rules will be prepared after that. The second is for the Community Centres. The resource for this review will be in place in mid-November 2016. The related business rules will be prepared after that. Refer to above comment.
	Feb 2015	City Networks	5a) b)	Provide more staff training on the requirement to enter the actual response timings from the job sheets not the data entry time. Provide a system to verify the recorded response times.	Data may not be accurately captured and reported	July 2017 Feb 2017	This is in hand and we should have some data by January 2015 to enable any necessary tweaks to be made before formal reporting is required. Provision of handhelds for field staff would assist enormously in ensuring that accurate time data is recorded. Discussions with regard to roll out of handheld equipment for field staff have begun with Council's IT department.	The hardware for implement a mobile solution to be more accurately capturing the response time and the actual problems (for Stormwater/ Wastewater/ Water) has arrived and customisation of software has now been completed for roll out to various City Enterprises staff over the 2016/17 financial year. Training for scheduled maintenance has commenced and is being rolled out progressively to the Civil Maintenance teams. The test environment has been developed for responding to and resolving of Request For Services but requires piloting prior to roll out to staff who will capture the data for the KPI purposes. Due to the staged rollout and concurrent KBase category improvements, the pilot is scheduled for February 2017.
	Building Services Revenue Process (Oasis 801390)							
	Feb 2015	HR	2b)	Attend training in Procurement before staff carry out the activity.	Procurement process may not be followed leading to lack of transparency, poor value for money, ethical or probity issues or legal	Feb 2017	Agree and will implement	A training provider is sourced. Two procurement training sessions are scheduled for February 2017.

MT	Original Timeline	Unit		Agreed Corrective Actions	Significance of each action	Updated Timeline	Management Comments	Progress toward full implementation
					challenge.			
	Feb 2015	Customer Service City Corporate	2c)	Flag the issue of the policy approach when employing former staff members for inclusion in the next review of the Purchasing Policy.	Managers maybe unclear when a conflict of interest arises and how to manage it.	Dec 2016	Agree and will implement.	A Draft revised Purchasing Policy is now expected to be presented to the Management Team in December 2016.
	June 2015	Customer Services	4a)	Finalise the plan to comply with the Revenue and Finance Policy (refer page 216, 10 Year Plan 2012 22) or change the Policy. This may involve: Reducing duplication and increase effectiveness of time recording and reporting systems.	Council Policy (Guideline) may not be met.	June 2017	Agree and will implement	Project underway with a deadline of June 2017 to implement the online system.
	Parking Infringement Process (Oasis 887053)							Managers maybe unclear when a conflict of interest arises and how to manage it.
	June 2015	City Corporate	1d)	Clarify the list of Bylaws and Legislation to include the Traffic and Parking Bylaw 2011 that Principal Managers sign off each year, for legislative compliance purposes.	Certificates may be signed, but non compliances may be known to exist.	Completed	Agreed and will implement.	Completed and sent to the Management Team members on 4 August 2016. This is the last time this item is on this schedule.
	Reconciliations (Oasis 1079836)							
	May 2014	City Corporate	2e) 2f)	Improve and complete the Bank Reconciliation Desk File. Implement desk files for other more complicated reconciliations e.g. Sundry Debtors (1120), Rates (1100), Payroll (2111-2118).	Business continuity may not be effective	March 2017	Agree and will action Agree and will action.	The bank reconciliation process is now fixed and well understood. An accurate bank reconciliation can now be prepared at any time. This is the last time this item is on this schedule. This will be done during the 3 rd quarter of 2016/17.
	Dec 2014	City Corporate	4a)	Investigate with records team how reconciliations and supporting documentation can be captured by DM or if impossible change the Document Management Policy.	Does not comply with MT Policy that all documents should be in the Document Management System	Dec 2016	This issue will be investigated with a view to getting the best out of the Document Management System, bearing in mind some of the causes described.	This action was on-hold but now we have the resources to put it in place by 15 December 2016.
	Feb 2014	City Corporate	6a)	Management should ensure a statement of floats balances Cash Floats Account (1000) is sent to applicable department managers to confirm floats still exist.	It is not possible to ascertain what the correct cash floats should be.	Dec 2016	Agree, and will implement recommendations.	The cash floats reconciliation has just received attention to ensure it is correct, and with additional resources on board, both of these recommendations can now be carried out. (Note: Management has continued to conduct

MT	Original Timeline	Unit		Agreed Corrective Actions	Significance of each action	Updated Timeline	Management Comments	Progress toward full implementation
			6b)	Conduct cash spot checks on the cash floats.		Dec 2016	Agree, and will implement recommendations.	its cash spot checks) Cash spot checks on the cash floats will be carried out by the Finance Division from now on.
Parking Collection Contract Management (Oasis 893010)								
	June 2015	City corporate	1 a)	Improve its guidance for its staff on contract management by explaining when a Contract Management Plan is expected to be prepared, how it will be authorised and what it should contain.	Staff may not have the appropriate tool to carry out their tasks	March 2017	Agreed that a standalone Guide for Service Contracts will be prepared.	A standalone Guide for Service Contracts will be prepared.
	May 2015	City Networks	5a) 5c) d)	Establish an authorisation procedure for changes to tariff set up to be followed by the contract. Provide checking/reporting when updates to tariffs have been implemented. Complete a regular audit of tariff set up compliance.	Unauthorised or illegal changes to fees or time settings could otherwise be accepted. Errors in setup may otherwise occur.	Completed and ongoing	a), c) & d) Agree and will implement.	This comment applies to 5a and 5c: A system is in place now for changes made to the tariffs but with the continuing number of parking tariff changes being made at present it is difficult to give a 100% assurance as to accuracy. The effort to date has been to make sure that the parking changes are seamless and with little or no customer problems. A number of "on line" spot audits have been undertaken resulting in no irregularities being found. This is the last time this item is on this schedule.
	April 2015	City Networks	8a) b)	Request Frogparking supply the monthly transaction reporting envisaged in the Parking App Agreement. Regularly carry out transaction trace through auditing of the veracity of payments made on the App.	Over or under Parking App income is provided to PNCC.	Completed and ongoing	Agree and will implement. Agree and will implement. Assistance will be sought to establish an appropriate "transaction trace" process.	Monthly transaction totals are extracted from the Frogparking data base. A detailed transaction report can be supplied from the Frogparking Ltd to carry out transactions trace. A staff member from the Finance Division will conduct regular random spot checks from now on. This is the last time these items are on this schedule.