



Internal Audit Report

Chief Executive's Unit

Review of External Partner Access

February 2011

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1 INTRODUCTION

As part of our Audit Plan for 2010 – 2011, Internal Audit undertook a review of the arrangements for QPR Pyramid – External Partner Access. This is an integral part of the Council's operation and has not previously been subject to audit review. The focus of our review is principally to look at the processes in place to allow external organisations access to QPR Pyramid data to enable effective partner working.

The Council aims to work with its external partners to identify a clear process that meets the needs of both parties. Only through being organised to enable external bodies to have access to key performance data within a controlled environment, can the Council clearly demonstrate it is working in partnership to achieve the best result for the Council.

2 AUDIT SCOPE AND OBJECTIVES

The following issues were addressed during the audit:

- The existing processes were reviewed for robustness;
- External authorisation to Pyramid was reviewed.
- External use
- r activity was reviewed.
- An evaluation exercise was undertaken of external users to evaluate their experiences in gaining access to and ease of accessing data within Pyramid; and
- Computer logs produced were reviewed to evaluate their usefulness.

3 RISK ASSESSMENT

As part of the audit process and in conjunction with our Systems Based Auditing approach, the risk register was reviewed to identify any areas that needed to be included within the audit. There are no issues.

4 CORPORATE GOVERNANCE

There are no Corporate Governance issues to be reported as a result of this audit.

5 MAIN FINDINGS

- 5.1 The existing processes are robust.
- 5.2 External users surveyed had no complaints about using the system and were complimentary.

5.2 Comparison with another council who operate the same performance management system was undertaken. It was established that they had experienced a number of difficulties in establishing access for external bodies. It can therefore be concluded that the current processes and ICT support are meeting both Council and external user requirements.

6 RECOMMENDATIONS

No recommendations were identified as a result of the audit.

7 AUDIT OPINION

Based on the findings we can conclude that there are robust systems in place. External users can access required Pyramid data and the current processes and ICT support provided are operating effectively.

8 ACKNOWLEDGEMENTS

Thanks are due to Improvement & HR, Customer & Support Services – ICT and our External Partners for their co-operation and assistance during the Audit and the preparation of the report.

Argyll & Bute Council's Internal Audit section has prepared this report. Our work was limited to the objectives in section 2. We cannot be held responsible or liable if information material to our task was withheld or concealed from us, or misrepresented to us.

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