



Internal Audit Report

CUSTOMER SERVICES DEPARTMENT

REVIEW OF LAGAN CUSTOMER SERVICE CENTRE SYSTEM

November 2012

1 INTRODUCTION

This report has been prepared as a result of the Internal Audit review of LAGAN Customer Service Centre System as part of the 2012/13 Internal Audit programme.

Management must ensure that applications perform properly the business activity for which they were designed. The purpose of application controls is to ensure the completeness, accuracy, security and effectiveness of input processing and output. These controls may be provided either by programming within the application system or by manual controls exercised by users or the IT Service.

2 AUDIT SCOPE AND OBJECTIVES

The scope of this review is limited to the Internal Control Questionnaire (ICQ) issued to the of LAGAN Customer Service Centre Systems Administrator for completion.

The overall objective is to ascertain whether the system incorporates adequate internal controls, ensure that they are effective and are not invalidated when changes are made.

A systems-based auditing approach has been employed to assess the LAGAN Customer Service Centre system's internal controls to ensure that they are sound and the transactions are properly recorded and processed.

The following areas were reviewed using CIPFA SBA control matrices for Application Controls. This will ensure that procedures and processes are in place through sampling and walk through examination of the ICQ Questionnaire answers in the areas detailed below. Requests for system documentation have also been requested to be lodged with Internal Audit.

- **Compliance**
- **Logical Security Controls**
- **User Security Controls**
- **Parameter Data**
- **Transaction Input**
- **Data Processing**
- **Output**
- **System Availability**
- **Audit Trail**

3 RISK ASSESSMENT

As part of the audit process and in conjunction with our Systems Based Auditing, ICQ approach, the Risk Register was reviewed to identify any areas that needed to be included within the audit.

SR 16 - Failure to have a robust internal control system.

4 CORPORATE GOVERNANCE

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

5 MAIN FINDINGS

There were no significant findings resulting from the tests that were completed during the course of the audit. The LAGAN Customer Service Centre System team continue to provide a well-controlled service; no recommendations have been made to further enhance controls and the operational efficiency of the service.

6 RECOMMENDATIONS

The audit did not generate any recommendations.

7 AUDIT OPINION

Internal Audit is satisfied that the of LAGAN Customer Service Centre Systems Administrator has answered the ICQ in an appropriate manner.

Based on audit findings we can conclude that LAGAN Customer Service Centre System staff were able to provide answers indicating their adherence to current controls. That in examination of the ICQ answers no minor matters were identified and discussed with management.

There are no recommendations arising from the audit work that require to be implemented.

8 ACKNOWLEDGEMENTS

Thanks are due to the LAGAN Customer Service Centre Systems Administrator and their team for their co-operation and assistance during the Audit and the preparation of the report.

Argyll and 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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