

23RD MAY 2024

INTERNAL AUDIT –AUDIT UPDATE

SUMMARY:

This report describes:

- The work completed by Internal Audit during 2023/24;
- A progress update on the audits from 2023/24 Audit Plan completed since the last update report to Committee.

RECOMMENDATION:

Members are requested to:

- i. Note the audit work completed since the last update report to Committee.
- ii. Note the completion of work against the plan.

1 Introduction

1.1 This report is to provide Members with:

- An overview of the work completed since the update provided to the Committee in March 2024;
- An update on completion of work against the 2023/24 Audit Plan.

2 Audit Work Completed

2.1 The table below provides an overview of the assurance opinion, given to the completed audit since the last update:

Audit Title	Assurance Opinion	Recommendations by Priority		
		High	Medium	Low
2023/24 Internal Audit Plan				
Cloud CRM	Reasonable	0	5	1

2.2 Below is a summary of the key findings from the audit.

Cloud CRM

This audit focused on arrangements to manage RBC’s Customer Relationship Management (CRM) system.

The overarching finding from fieldwork is the general lack of formality in how RBC’s CRM system is currently managed, with the exception substantively of business continuity arrangements.

For business continuity RBC has clear corporate expectations and Internal Audit was provided with both RBC’s overarching Business Continuity Plan and a Critical Function Analysis for Customer Services. Information for CRM is consistent between these two documents and in line with how CRM is backed up (seven-day maximum tolerable outage, maximum data loss of 24 hours).

As above other areas are informal. This includes the absence of any written agreement as to what the service can expect from technical teams (contract equivalent) a lack of documented processes for technical area (access and change management) and limited records. To a degree an in-house system will often be less formally managed than a bought in system but, to ensure the consistency, reliability and security of CRM and the technical processes on which it relies, a number of findings are raised regarding the need to bring in an increased level of formality.

Due to the good relationship between the service and technical staff and the absence of any major issues being identified overall Internal Audit's conclusion is that **reasonable assurance** is given.

3 Progress towards the 2023/24 Audit Plan

- 3.1 The table below provides a summary of the completion of audits for 2022/23 against the plan which will be used to assist the assurance opinion:

Audit/ Audit follow up status	Number of reviews	%
Finalised	6	38%
Draft report	8*	50%
In progress	1	6%
Removed due to assurance from other resources	1	6%
Total	16	100%

* Appendix A details the audits at draft report stage

- 3.2 One audit will not be substantially completed, by the contract auditors, and therefore will not be included within overall audit opinion. The reports shown at draft report stage require final sign off but are substantially completed and will be included within the audit opinion.

4 Recommendation

- 4.1 Members are requested to note the information provided within the report in relation to the completion of Audit work against the 2023/24 audit plan.

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References: *Internal Audit – Audit Plan 2023/24*, presented to the Committee on 27th March 2023.

[Agenda for Corporate Governance, Audit and Standards Committee on Monday, 27th March, 2023, 7.00 pm - Rushmoor Borough Council](#)

APPENDIX A

Audits at draft report stage which have been substantially completed so that the assurance level can still be used within the annual audit opinion but waiting on close out meetings before issuing as a final.

CREP
RHL
Capital Programme – Meads
Homes for Ukraine fund
Payroll
CIPFA Financial code
Related Parties
Parking