

Appendix 3b - Shared Resource Service Audit Update

SRS COO Dashboard



Audits (% Complete)	Status	Initial	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
CCTV	Finalised	0	100	100	100	100	100	100	100	
Performance Management	Finalising	0	90	90	90	90	90	100	100	
ITSCM	Finalised	0	100	100	100	100	100	100	100	
Mobile Device Management	Awaiting	0	80	80	80	90	100	100	100	
Identity and Access Management	Awaiting	0	50	50	50	80	90	90	100	
Supplier Management	Planned	0	30	30	90	90	90	90	90	
Virtualisation	Planning	0	0	0	10	10	10	20	50	
ISO27001	Deferred	0								
IT Governance (FU)	Not started	0	0	0	90	90	90	90	90	
Apps Support Maintenance (FU)	Not started	0	0	0	0	0				
Performance Management (FU)	Deferred	0								
ITSCM (FU)	Not started	0	0	0	0	0				

Yes	App Support Maintenance	9	9	6	6	6	6	1	1	
	IT Disposals	4	4	0	0	0	0	0	0	
Yes	IT Governance	9	9	1	1	1	1	1	1	
	Firewall	1	1	0	0	0	0	0	0	
	Service Point	1	1	0	0	0	0	0	0	
	Email follow up letter	4	4	2	1	1	1	1	1	
Yes	Change Management	2	2	1	1	1	1	0	0	

Performance Management	8	8	8	8	8	8	3	3	
(New) Mobile Device Management	6							6	



Closed	Update
	BCM role now advertised with a closing date of 14th February - shortlisting week commencing the 18th February.
	<p>(ISS.1) Service Specification for TCBC and MCC to agree SLA required SRS have setup a meeting. Awaiting feedback from partners.</p> <p>(ISS.2) Annual Review process by TCBC and MCC - dates outstanding to be confirmed. Awaiting feedback from partners.</p> <p>(ISS.3) Reviewing the codes of practice TCBC to arrange a meeting. Awaiting feedback from partners.</p> <p>(ISS.4, ISS.5) SRS Supervisor still off on long term sick leave no in recovery period following an operation.</p> <p>(ISS.6) This will be picked up as part of the Budget confirmation work within F & G Board (February 19th).</p> <p>(ISS.7) This will be picked up as part of the Budget confirmation work within F & G Board (February 19th).</p>
	Meeting with Audit - 12 Dec 2018 - Documentation scheduled for audit - week commencing 18th February.
	No Updates required.

	<p>Strategy Generation - Complete - Strategy provided by Bob Bickel.</p> <p>Application Availability - Complete - Key system performance is reported in the Delivery Groups under SLA.</p> <p>Information Security Management - Complete</p> <p>Service Level Management - Complete - SLA's contain our KPI's against agreed P1 and P2 systems. Awaiting feedback from audit.</p> <p>Knowledge base - Ongoing - This will be completed by utilising the new service desk product and the tools within this system (Commencing April 2019).</p> <p>Backup and DR - Scheduled to be delivered by Dec 2019.</p> <p>Service Improvement plan - Complete.</p> <p>Responded on supplementary questions and provided supporting summary documentation on training</p>
5	No Updates required.
	The 1 remaining Info Governance action is for the F&G Board.
	No Updates required.
	No Updates required.
	Reliant on Office 365 delivery across all partners.
1	<p>(ISS.2) Closed - The installation date for the out of the box version is scheduled in for Monday 18th February - configuration work can then commence with a review of the best practice Change Control process based on Alembas model. This will run in parallel with ServicePoint from April 1st 2019.</p>

	<p>(ISS.1) Complete - Review of Job Descriptions is complete.</p> <p>(ISS.2) Complete - Induction pack has been completed and is live on the eLearning portal. This has also been transferred into Sway within the Office 365 environment. A continuous review will be set in place.</p> <p>(ISS.9) Complete - The framework has been amended and published in Edison.</p> <p>(ISS.3) Ongoing - scheduled for completion by May 2019.</p> <p>(ISS.4) Benchmarking not yet started - 2020 delivery date.</p> <p>(ISS.7) Closed.</p> <p>(ISS.8) Collection of data will be fully documented when new service desk product is installed and configured due to a change in process and reporting models.</p> <p>5 (ISS.5) Closed.</p>
6	Last meeting held 7th February, draft report received.

(ISS.4) Ongoing scheduled for completion by 30th September 2019.

(ISS.5) Ongoing scheduled for completion by 30th April 2020.

(ISS.6) Closed - Presented to ISLB - Bridewell to agree via monthly risk meetings with SIRO's.

(ISS.7) Ongoing scheduled for completion by 30th April 2020.

(ISS.8) Ongoing scheduled for completion by 31st July 2019.

(ISS.9) Ongoing scheduled for completion by 31st December 2019.

(ISS.10) Ongoing scheduled for completion by 31st December 2019.

(ISS.11.1) Closed - Presented to ILSB - Bridewell to agree via monthly risk meetings with SIRO's.

(ISS.11.2) Ongoing scheduled for completion by 30th April 2020.

(ISS.12.1) Closed - Presented to ISLB - Bridewell to agree via monthly risk meetings with SIRO's.

(ISS.12.2) Ongoing scheduled for completion by 30th April 2020.

(ISS.13.1) Closed - Presented to ISLB - Bridewell to agree via monthly risk meetings with SIRO's.

(ISS.13.2) Ongoing scheduled for completion by 30th April 2020.

(ISS.14) Ongoing scheduled for completion by 30th September 2019.

(ISS.15.1) Closed - Presented to ISLB - Bridewell to agree via monthly risk meetings with SIRO's.

(ISS.15.2) Ongoing scheduled for completion by 30th April 2020.

(ISS.17) Ongoing scheduled for completion by 31st July 2019.

(ISS.18) Ongoing scheduled for completion by December 2019.

(ISS.19) Closed - Presented to ISLB - Bridewell to agree via monthly risk meetings with SIRO's.

(ISS.20, ISS.21) Further investigation required.

(ISS.22) Ongoing scheduled for completion by 30th April 2020.