ANNEXURE A (AUDIT ACTION PLAN)

IT AUDIT ACTION PLAN FOR 2013/2014 AUDIT ACTION PLAN

MANAGEMENT COMMENTS AND CORRECTIVE ACTION TO BE INSTITUTED ON THE MATTERS RAISED IN THE REPORT OF THE AUDITOR-GENERAL TO THE COUNCIL ON THE FINANCIAL STATEMENTS OF JOHN TAOLO GAETSEWE DISTRICT MUNICIPALITY FOR THE YEAR ENDED 30 JUNE 2014 IN TERMS OF SECTION 121(3) (G) OF THE MUNICIPAL FINANCE MANAGEMENT ACT, NO 56 OF 2003.

The Audit Report contains issues that were reported by the Auditor-General. Management comments and corrective actions are mentioned hereunder:

Paragraph (Auditor-General's Report)	Audit Finding	Reason for the finding	Management Corrective Action	Implementation Date	Responsible Person and Designation	Progress report
IT Governance	Inadequate implementation of Information Security Officer Role	Municipality was yet to formally appoint Snr IT Officer or any other individual to fulfill this role, as previously reported	IT security officer must be formally delegated to an individual with the required IT security knowledge and experience by the Accounting Officer. Alternatively, the municipality could consider providing training to an appropriate individual to fulfil the role of an information security officer	In 6 months' time from date of IS audit report	MM and Director Corporate Services	Ongoing
	Lack of adequately designed service level agreement management processes.	No formalized service performance monitoring process was in place to ensure that all services rendered by service providers were performed in line with those stipulated in their respective SLAs, to allow for timeous corrective action to be taken	The Chief Financial Officer (CFO), in consultation with the municipal manager, must implement a service level management process, within 3 months, in order to continually identify, monitor and review the levels of services delivered by external service providers against those specified in the SLAs. It is recommended that a	On-going	MM, CFO and Director Corporate Services	In progress

Paragraph (Auditor-General's Report)	Audit Finding	Reason for the finding	Management Corrective Action	Implementation Date	Responsible Person and Designation	Progress report
			Sebata forum is established for the district and all other municipalities which make use of the application. This forum should be used to discuss any issues with regard to the application and service provider			
	Inadequate implementation of DPSA's Corporate Governance Information Communication Technology Policy Framework	Snr IT Officer was not familiar with the DPSA's CGICTPF, as well as its related implementation plan. A designated Governance Champion was yet to be formally appointed. Internal Audit also did not perform any IT assurance related work at the municipality during the 2013/2014 period	The municipality's management is advised to regularly visit the DPSA's website, to obtain the latest information, the framework and implementation guidelines, to ensure the deliverables are understood and achieved. Appointing a Governance Champion, as well as creating the documents that were not available, are critical to ensure the successful implementation of CGICTPF	On-going	Senior Management and Snr IT Officer	In progress
IT Security Management	Inadequate IT security policies	Critical security components were omitted or not addressed within the approved IT Security policy	IT management, in consultation with the Information Security Office for the municipality, must evaluate and update the policy, with respect to the weaknesses highlighted below • Unauthorised hardware installation.	February 2015	Snr IT Officer	In-Progress

Paragraph (Auditor-General's Report)	Audit Finding	Reason for the finding	Management Corrective Action	Implementation Date	Responsible Person and Designation	Progress report
			• Wireless network security. • Email disclaimers. • Use of Intrusion detection systems. • Network segmentation. • Encryption standards. • IT security awareness.			
	IT security related procedures not adequately designed	Lack of adequately designed IT security related procedures, in relation to Network and Operating System Security (Anti-virus, Firewall Management and Patches Management)	IT Management must review the existing municipal's IT security related procedure documents to include defined processes of administration, monitoring, reporting and escalation	February 2015	Snr IT Officer	In-Progress
	Patch Management not adequately implemented	Security patches/update not timely downloaded and installed to the municipality's computers/servers might expose the municipal's network to security exploits	IT Management to develop a mechanism to update and monitor operating system security patches. Procurement of a mini server to properly configure and implement WSUS(Windows Server Update Services) on the domain controller as stipulated within the IT Security Policy	13 February 2015	Snr IT Officer and IT Officer	In-Progress

Paragraph (Auditor-General's Report)	Audit Finding	Reason for the finding	Management Corrective Action	Implementation Date	Responsible Person and Designation	Progress report
User Access Controls	Inadequate user account management surrounding the Network and Financial System	Sufficient and skilled resources (staff) were not available at the municipality to adequately design the controls as per specified requirements; and Inadequate management oversight to ensure that sufficient control was defined in the procedure document and was fully implemented.	Users access rights to be regularly reviewed to confirm whether their profile is in line with their job responsibilities. All user account management documentation (forms) to be completed in full and maintained for audit purposes. Omitted statements and procedures to be included in the updated user account management policy and procedure documents.	20 March 2015	Snr IT Officer, IT Officer and IT Technician	In-Progress
Program Change Management	Inadequate Change Management Policy and Form	Lack of an adequately documented IT Change Management Policy lead to IT changes being implemented without following a due and sanctioned process, thereby possibly compromising the integrity of the system, infrastructure or application on which the change had been applied	The municipal manager must ensure that appropriate training be provided to individuals responsible for the IT environment. A Change request form, a change log book or a means to record all IT changes to be developed, together with its standard operating procedures documented.	27 March 2015	DCS MR. Eilerd, , CFO and Snr IT Officer MR. B. Molelekwa	In progress
IT Service Continuity	Inadequate disaster recovery plan	Lack of an adequately designed, implemented and tested DRP and related processes and	IT Management must ensure that an IT Disaster Recovery Policy and Plan is developed to mitigate risks associated	31 March 2015	Senior Management and Snr IT Officer Mr. B. Molelekwa	In progress

Paragraph (Auditor-General's Report)	Audit Finding	Reason for the finding	Management Corrective Action	Implementation Date	Responsible Person and Designation	Progress report
		documents were due to insufficient skilled staff available at the municipality to adequately design the required processes and controls, as the current staff compliment was entirely involved in ensuring effective daily IT operations at the municipality	with the process. Management to source IT training in IT Service Continuity for IT workforce Procurement of hardware and software to implement IT disaster recovery plan			
	Inadequate data back-up management	Lack of adequately designed data back-up related document(s) was due to insufficient skilled staff available at the municipality to adequately design the required controls, as the current staff compliment was entirely involved in ensuring effective daily IT operations at the municipality	Management to ensure that the document "Back up Policy and Procedures" is updated to address the findings. Data back-up restoration testing to be periodically performed, within a separated testing environment, to ensure the municipal financial data are restorable and recoverable Management to source IT training in IT Service Continuity for IT workforce to be sufficiently skilled.	31 March 2015	Senior Management and Snr IT Officer	In progress

Signed by:

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M.P Bokgwathile **DATE**

Municipal Manager