

NORTH DEVON DISTRICT COUNCIL

REPORT TO: GOVERNANCE COMMITTEE

Date: 9th June 2020

TOPIC: AUDIT RECOMMENDATION TRACKER

REPORT BY: HEAD OF CORPORATE AND COMMUNITY SERVICES

1 Introduction

1.1 This is the regular progress report to the Committee in relation to action taken to address internal and external audit recommendations.

2. Recommendations

2.1 That the Committee note the actions that have been taken to address identified risks since the 7th January Governance Committee meeting.

2.2 That the Committee raises any areas of concern arising from the list of outstanding recommendations.

3. Reasons for Recommendations

3.1 To give assurance to the Committee that audit recommendations are being actively managed, and to give the Committee a full opportunity to review any areas of concern.

4. Report

4.1 SMT has reviewed the high and medium risk audit recommendations to assess progress and instigate any required actions.

4.2 Since the last meeting the number of recommendations now tracked has remained at 1,199.

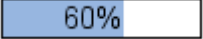
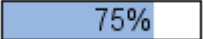
Table A) Live Audit Reports, Status & Numbers


Code	Title	Status	Progress	High Risk	Medium Risk	Low Risk
15 DR	Disaster Recovery 2015/16	● Overdue	89%	0	6	0
15 HN (CBL)	Housing Needs (Choice Based Lettings) 2015/16	● Overdue	80%	0	1	0
16 BCM	Business Continuity Management 2015/16	● Overdue	93%	0	8	1
16 PL	Planning Applications 2015/16	▶ In Progress	83%	0	3	0
17 ITAM	IT Asset Management 2016/17	▶ In Progress	87%	1	6	0
17 RM & CG	Risk Management and Corporate Governance	● Overdue	93%	0	3	1
17 CS	Cyber Security 2016/17	● Overdue	85%	0	3	3
17 SRR	Security Review Report 2017/18	● Overdue	95%	4	5	0
17 L	Licencing 2017/18	● Overdue	75%	0	1	3
17 G	Grants 2017/18	▶ In Progress	99%	0	2	5
19 E&ES	Email & Exchange Server 2018/19	● Overdue	93%	0	3	1
19 GDPR	General Data Protection Regulations 2018/19	● Overdue	92%	0	0	7
19 CG & RM	Corporate Governance & Risk Management 2018/19	● Overdue	58%	0	2	1


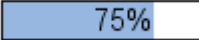
Table B: Audit recommendations setting completed since the last Audit Committee

Recommendation	Closure Note	Original Due Date	Completed Date
<p>17 PO 01 Review of processes and procedures. The Council should consider and review its parking operation processes and procedures and revise where needed to ensure that value for money is being achieved.</p>	<p>The handheld technology has been fully implemented. Processes and procedures are reviewed on an ongoing basis to ensure value for money is being achieved. The National CEO handbook is waiting for the BPA to finalise it which has been stalled due to the current situation. This action is therefore completed but the work will continue as it is always ongoing</p>	<p>30-Sep-2019</p>	<p>30-Apr-2020</p>

Table C: Outstanding Audit Recommendations where Head of Service have requested a revision to the due date

Code	Description	Progress	Latest Note	Original Due Date	Due Date
<p>15 DR 05 Undertake new Business Impact Assessment to ensure critical systems in DR Plan are correct. Include SMT in development of DR Plan + annual BIA conducted to ensure criticality of system in line with business need</p>	<p>Disaster Recovery Procedures A new Business Impact Assessment (BIA) should be undertaken to ensure that the critical systems listed in the DR Plan are the correct ones. There should be input from other areas of the Council and from SMT in the development of a DR Plan to ensure that it meets the Council's needs. If possible, an annual BIA should be conducted to ensure that the criticality of the systems identified are in line with the business needs.</p>		<p>26-May-2020 ICT have requested that Devon Audit Partnership work with the ICT Team / SMT to ensure the most appropriate DR solution is specified and delivered.</p> <p>The Business Continuity Recommendations have confirmed which services would be priority services for recovery in the event of a disaster. ICT await absolute confirmation that these are now the priorities. ICT will then review these and advise SMT/Governance what our currently recovery capabilities are and what further mitigation would be required to achieve these recovery points. This will require a revised back-up model either on-premise, in the cloud or a hybrid approach. ICT will also consider Disaster Recovery as a Service (DRaaS) which would also provide x2 DR Test Plans a year. ICT also have an approved Cyber Incident Response Plan.</p> <p>Request revised due date: 31st December 2020</p>	<p>12-Oct-2015</p>	<p>31-Mar-2020</p>
<p>15 DR 06 Test DR Plan annually. Test reports documented with lessons learn & incorporated in DR Plan. SMT be informed for DR test results to inform their decision making</p>	<p>DR Plan Test The DR Plan should be tested annually. DR test reports should be documented with lessons learned incorporated into the DR Plan. Senior Management should be informed of DR test results and reports in order to inform their decision making.</p>		<p>26-May-2020 This recommendation is linked with 15 DR 05 and our DR solution would need to be put in place first in order for the test to be carried out. That said COVID-19 has certainly tested the ICT Team's ability to deliver during a disaster.</p>	<p>31-Dec-2015</p>	<p>31-Mar-2020</p>

			Request revised due date: 31st March 2021		
16 BCM 07 Testing Strategy	<p>A testing strategy should be documented and included as an Appendix within the Business Continuity Management Policy. The strategy should include:</p> <ul style="list-style-type: none"> . Frequency of testing . Type of testing . People to involve in testing . Output of the testing . Production of action plans Reporting mechanism of test results. 		<p>26-May-2020 In light of unprecedented situation with Covid-19, progress in terms of Business Continuity has been hampered, albeit the Council now has a significantly greater awareness of the areas which require further work. Moreover, the prevalence of home-working within the organisation resulting from Covid-19 controls and increased social distancing, have meant that the risks to the organisation have changed and threats surrounding cyber-attacks have increased. This has resulted in updates being required to the current arrangements (they were recently updated in March 2020 as a result of the announcements surrounding Covid-19, albeit they now require further amendment).The proposal in moving forward is to now:1. Establish a baseline/carry out a gap analysis against a recognised standard e.g. ISO22301.2. Develop a risk based project plan to address key areas of weakness.3. Develop a top level overview of NDC's critical areas, and for each of these areas carry out a Business Impact Assessment, and a Service Resumption Plan where appropriate.4. Align Business Continuity Plans with other risk disciplines, such as information security and IT.5. Implement an annual review and testing schedule.In light of the continued pressures on the organisation in terms of its response and recovery to Covid-19, we must be realistic in terms of the time-scale for the above piece of work, which is extensive and will require collaboration across the</p>	30-Jul-2016	30-Apr-2020

			<p>whole Council. A time-scale for those areas listed at 1, and 2 is proposed: 1 June 2021. For those areas listed at points 3, and 4: a date of 1 January 2022 is proposed. To implement point 5: June 2022 is proposed. As such, the overall date for completion of 16 BCM 07 is proposed as 1 June 2022. This is due to the extensiveness of this project. There is no longer a requirement solely for testing, there is now also a requirement to update plans etc., prior to testing them. Time-scales reflect the fact that resources are currently being utilised to fulfil the Council's obligations in terms of its response and recovery to Covid -19 and work aligned to Civil Contingencies. It is proposed that updates are provided on Pentana in terms of the fulfilment of those points outlined at 1-5. Request revised due date: 1 June 2022</p>		
17 CS 02 Network Security	<p>Management should ensure that a formal Firewall Rules review schedule is developed and implemented. Reviews for existing firewall rules should be done on annual basis as a minimum. Formal training on the management of the firewalls should also be considered for at least 2 members of staff to ensure continuity of service in the event that the Senior Technical Analyst is absent for an extended period of time. Consideration should also be given to implementing a firewall at the Disaster Recovery site at Lynton House to ensure that the services, however limited, can be fully utilised with as minimal risk possible in the event of a disaster or loss of the main data centre at Brynsworthy.</p>		<p>26-May-2020 The whole suite of firewalls run out of support during 2020/21 and this recommendation will be addressed as part of their replacement and how we plan to respond to our Disaster Recovery Audit Recommendations.</p> <p>Request revised due date: 31st December 2020</p>	30-Apr-2018	31-Mar-2020
17 RM&CG 02 Completeness of Service Risk Registers	<p>Heads of Service should ensure all service risk registers have identified, assessed and scored all risks, with risk owners identified. Any mitigating controls, present or planned, should also be noted in each risk register.</p>		<p>Majority of service areas have now reviewed and updated service risk assessments in February 2020. Those outstanding were due by end March</p>	30-Apr-2017	31-Mar-2020

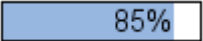
			2020 but this has been delayed due to the Covid 19 crisis. Request revised due date: 30th June 2020		
17 SRR 08 Information Sharing	The Council should ensure that the Customer Record Management system is fit for purpose and is accessible by all staff dealing with the Council's service users, especially those with violence markers. As the reporting, recording and maintaining of information on incidents will always be user dependant, it is vital that all users are trained up and encouraged to make use of and update the CRM system regularly. The Council should also consider a regular group email updating users on both incidents and markers.		26-May-2020 The forms have been built for this and will be completed once the active directory is in place which will enable an automated process which will update staff roles. Requested revised due date: 31 July 2020	30-Jun-2018	31-Mar-2020

Table D: Outstanding Audit Recommendations

Code	Description	Progress	Latest Note	Original Due Date	Due Date
NIL					

5. Progress tracking of Annual Governance Statement

5.1 An annual review of NDC's governance arrangements leads to the Annual Governance Statement, which forms part of the Statement of Accounts.

5.2 In addition to any other issues the review captures recommendations from external and internal audit and inspections and sets out an action plan. This plan is tracked through Covalent.

2013/14 AGS action plan is 93 % complete

6. Constitution Context


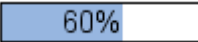
Appendix and paragraph	Referred or delegated power?
5.5	Delegated

7. Statement of Internal Advice

7.1 The author (below) confirms that advice has been taken from all appropriate Councillors and officers.

Author: Sarah Higgins Date: 27th May 2020
Reference: Audit Recommendation Report May 2020 V1.0

Table E: Annual Governance Statement

Code	Description	Status	Progress Bar	Latest Note	Original Due Date	Due Date
14 AGS 02	Review & update the IT Disaster Recovery Plan	 Overdue		<p>Extension of Time Request extended to 31st March 2020 approved by Governance Committee 11th June 2019. The Business Continuity Recommendations have last month (April 19) confirmed which services they have established are priority services for recovery. ICT await absolute confirmation that these are now the priorities. ICT will then review these and advise SMT/Governance what our currently recovery capabilities are and what further mitigation would be required to achieve these recovery points. This will require a revised back-up model either on-premise, in the cloud or a hybrid approach. ICT will also consider Disaster Recovery as a Service (DRaaS) which would also provide x2 DR Test Plans a year. ICT also have an approved Cyber Incident Response Plan.</p>	31-Mar-2015	31-Mar-2020