

Report on WGITA IDI Handbook on IT Audit

**25th Meeting of the INTOSAI Working Group on IT Audit
Brasilia, Brazil, April 25 – 26, 2016**

Madhav Panwar - US, GAO

Outline

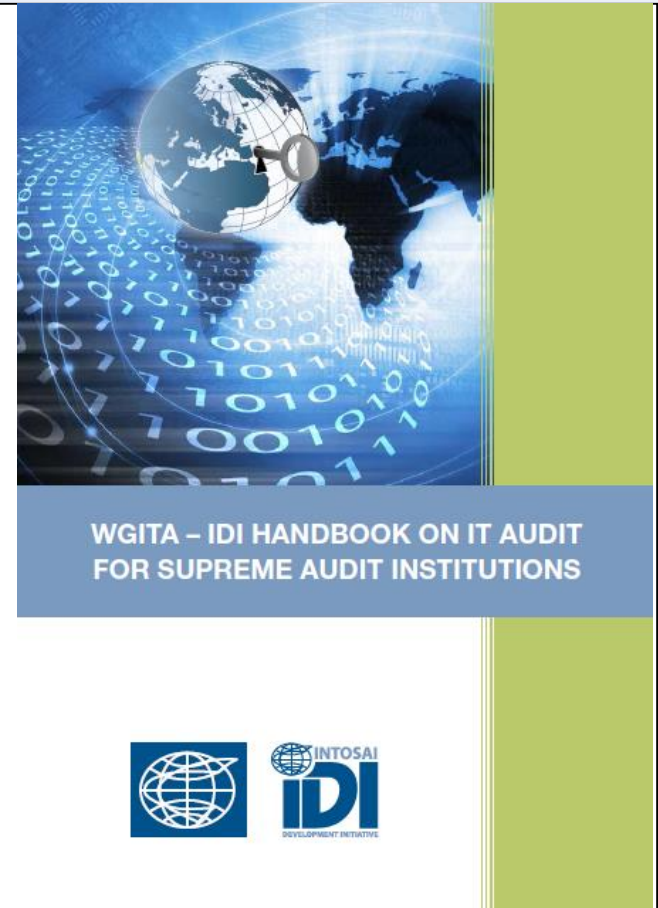
- WGITA IDI Handbook on IT Audit
- Handbook Dissemination, Adoption
- WGITA IDI Cooperation on Pilot Audits
 - E-learning
 - Audit Planning
 - Audit Reporting
- Handbook Update Schedule
- Questions

WGITA IDI Handbook on IT Audit

Handbook endorsed by the XXI
INCOSAI, Beijing, Oct 2013

Published February, 2014

Created & Reviewed by WGITA
& IDI



WGITA IDI Handbook on IT Audit

- Development Process (Jan–July 2013)
 - Project team consisting of WGITA and IDI members
 - ☐SAI Brazil
 - ☐SAI Indonesia
 - ☐SAI India
 - ☐SAI Poland
 - ☐SAI USA , and
 - ☐The IDI
 - Review of the guidelines framework and courseware developed for the pilot programme in AFROSAI-E

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WGITA IDI Handbook on IT Audit

- Coverage of the Handbook
 - IT Audit Methodology (selected for update)
 - General Computer Controls
 - IT Governance and Policy
 - IS Security
 - Development and Acquisition
 - IT Operations
 - Outsourcing
 - Back up and Disaster Recovery Plans
 - Application Controls

WGITA IDI Handbook on IT Audit

- Coverage of the Handbook
 - Segregation of duties
 - Access controls
 - Application Controls
 - Additional topics of interest
 - ☐ Websites and E-portals
 - ☐ Mobile computing
 - ☐ Computer forensics
 - ☐ E-Governance
 - ☐ E-Commerce
 - ☐ Internet

WGITA IDI Handbook on IT Audit

■ General Handbook Structure

- Definition and explanation of key IT audit issues
- Key Elements
- IT risks and key audit questions
- Conclusion
- References
- Audit matrix, sample questions, criteria, info request, etc.

WGITA IDI Handbook on IT Audit Details

- Chapter 1– Audit Matrix Introduction

AUDITABLE AREA	
Audit objective:	
Audit Issue:	
Criteria:	
Information Required	Analysis Method(s)
Audit Conclusion To be filled in by auditor:	

Identifying sources of information, techniques, tools for gathering data

WGITA IDI Handbook on IT Audit Details

- Chapter 4 – IT Operations

I. WHAT ARE IT OPERATIONS

While there are many different interpretations or definitions of IT Operations, it is generally thought of as the day-to-day tasks involved in running and supporting the information systems of a business (running servers, maintenance, providing necessary storage, running a helpdesk, etc.). The operations are measured and managed using Key Performance Indicators for IT operations (KPIs) that set parameters against which operational effectiveness can be measured. These measures or their equivalent are typically documented and reviewed periodically. Most organisations document these in some sort of an agreement between the business users and the IT organisation. The internal Service Level Agreement (SLA) is one such formal agreement, where these parameters and other arrangements are documented.

- Key Elements, Service, Capacity, Incident Management
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WGITA IDI Handbook on IT Audit Details

- Chapter 4 – IT Operations
 - Change Management, SLAs
 - All chapters on IT Areas end with **Risks to the Audited Entity (planned)**

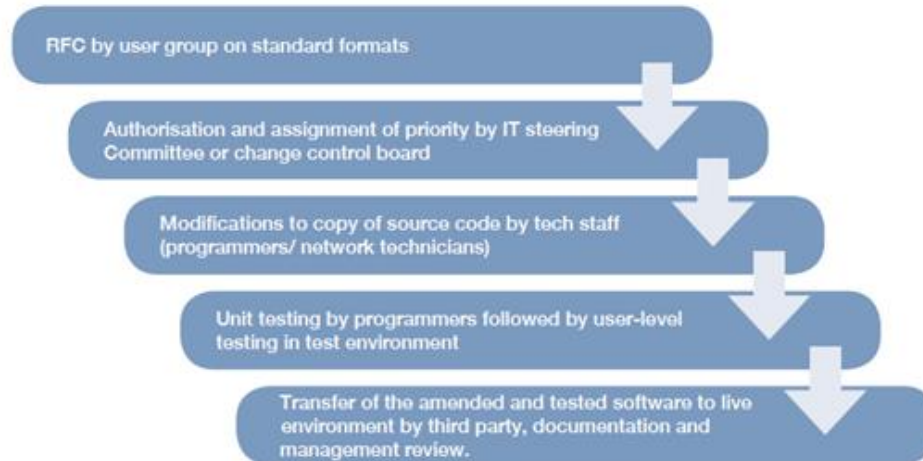


Figure 4.2: Steps in Change Management

WGITA IDI Handbook on IT Audit Details

- Appendix IV – Suggested Matrix For The Audit Of IT Operations

Service Management	
Audit Objective: To assess whether the IT organisation is actively monitoring IT operations against agreed-to internal Service Level Agreement or contract.	
Audit Issue 1: Key parameters	
What baseline service metrics are covered by the internal SLA between the business and the IT organisation?	
Criteria: SLA Best practices – allocation of responsibilities between the business process owners and the IT support group, documented network management business objectives, service offerings and metrics, definition for problem types, help desk responsibilities.	
Information Required Entity's internal SLA between business owners and IT organisation. <ul style="list-style-type: none"> • Help desk responsibilities • Service reports generated • User/ application response time. 	Analysis methods Review the SLA to find whether it contains appropriate elements – detailed and measurable service level objectives, systems and services covered, quality of service (QoS), services not covered, application level support and troubleshooting, system availability, help desk hours, response and resolution time dependent on severity classification of a problem, throughput, maintenance schedules etc. Check whether data back-up and recovery practices are consistent with the entity's BCP standards. Check if the Business Process Owners have signed on the agreement. Interview sample of users to understand the level of awareness.

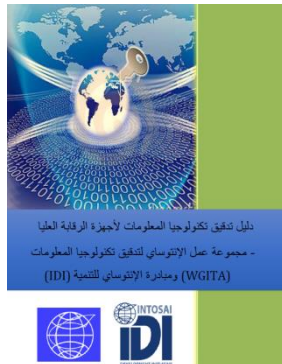
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- Appendix IV – Audit Matrix

Audit Issue 2: Compliance	
What mechanisms are in place to ensure that the SLA is adhered to consistently?	
Criteria: SLA implemented, monitored and amended where necessary.	
Information Required	Analysis methods
The SLA parameters	Review the reports that the IT Organisation generates daily or over any other time interval. Check if all the indicators agreed upon are being monitored through the reports/trend graphs etc. Review reports to examine what metrics are measured and reported to the management periodically. Review documents to check whether the helpdesk activity reports are considered by the management and compared to resolution requests, and critical issues are noted for buying decisions and for periodic review of the SLA itself. Interview IT organisation personnel and examine the nature of supervision of help desk personnel, the monitoring tools used, the support task prioritisation, gathering of baseline for network and application, data on response time, frequency of back-ups, testing of backed up data to verify compliance with SLA requirements.
Reporting timelines	
Charts or graphs that show the success or failure of how these agreements are met over time	
Periodic meeting documents that reviews the analysis of the baseline and trends	

Dissemination

- WGITA Web Portal
- Translations into other INTOSAI Languages
 - Albanian, Arabic, French, Korean, Polish, Russian, Spanish



Adoption

- May – August, 2014, IDI hosted an E-Learning course on the IT Audit Handbook
- 117 participants from 41 countries participated
- 113 passed and moved on to the next phase, pilot audits
- In all 39 countries participating in pilot audits, using the WGITA–IDI Handbook.
- 39 countries divided in 2 groups:
 - **Group 1 – ASOSAI, PASAI**
 - **Group 2 – AFROSAI–E, EUROSAI, CAROSAI**

Meetings - Planning

- Group 1 & 2 met in October & December 2014 with the SMEs in New Delhi & Warsaw to finalize Audit Plans & Matrices respectively
- All participants had to choose an area of IT Audit at a specific ministry, agency, government organization in their country



Meetings - Reporting

- Second set of meetings took place for each group in 2015 in Malaysia & Hungary
- All participants brought their draft audit reports and the SMEs reviewed and provided comments on message development, reporting structure, findings, sufficiency of coverage, etc.



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- All participants brought their draft audit reports and the SMEs reviewed and provided comments on message development, reporting structure, findings, sufficiency of coverage, etc.
- SMEs assisted with report writing, findings, recommendations



Proposal For Handbook Updates

- Project Lead, US GAO
- Update every three years
- Next update 2017
- Part A
 - Review chapters based on feedback from IDI-WGITA Courses
- Part B
 - Begin formulating areas for update
 - Form team, research & create content (new chapters as needed)
 - Maintain cross links with ISSAI 5300
 - Create draft by late 2016, circulate for review
 - Present to WGITA at 2017 meeting

Proposal For Handbook Updates

Areas for Update

Way Forward Proposals

Areas For Update

- Chapter 1 : Audit Process

Functional Area Matrices

- ☐ Cloud Computing
- ☐ E-governance and web services
- ☐ Open data audit
- ☐ Land Registry
- ☐ IT Systems' upgrades

Areas for Update

- **Chapter 1 : Audit Process**

- § **Updates required:**

- ☐ IT Audit Process: Clarification on audit methodology and type of audit
 - ☐ Mapping with ISSAI 5300 and other existing ISSAI on audit process and reporting
 - ☐ Functional Area Matrices

Areas For Update (Continued)

Functional Area Matrices

Matrix	Initial drafts developed by
Cloud Computing	Brazil
E-governance and web services	Indonesia
Open data audit	Brazil
Land Registry	USA
IT Systems' upgrades	Poland

Way Forward

Work that needs to be done

Chapter 1

To be fleshed out

Inputs from IDI needed

Map to ISSAIs

Functional Area Matrices

Harmonization and consistency

Way Forward

TIMELINES

- | | |
|---|--------------|
| § First draft | Late 2016 |
| § Circulation to members | Early 2017 |
| § Incorporation of comments
and finalisation of Series 1 | Mar-Apr 2017 |
| § Presetation to WGITA | 2017 Meeting |

Questions

