

Partneriaeth Pen-y-Bont a'r Fro  
Bridgend & Vale Partnership  
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*INTERNAL AUDIT SHARED  
SERVICE (IASS)*

**Audit Committee Presentation  
16<sup>th</sup> September 2013**

# **Overview of ICT in Vale of Glamorgan Council**

## Introduction

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### Presentation Content:

- Role of ICT, structure of ICT Dept. and scale of coverage
- Applications Overview: key applications, example of data flows, the information security model
- Internal Audit Perspective: risk assessment and content of an application audit
- Challenges facing ICT (and Internal Audit?)
- Current ICT Trends

# What is the role of ICT?

To support the organisation in delivering effective services.

## **Mission Statement (Taken from the ICT Strategy 2010-14)**

“To provide high quality ICT services to the Council, users and Members, supporting the Council’s corporate aims and objectives, thereby facilitating better public services to the citizens of the Vale of Glamorgan”

And... increasingly, to facilitate change to transform services and achieve efficiency savings.

# Structure of the ICT Dept.

## Head of Strategic ICT

- Alignment of ICT to core business objectives, strategic ICT decisions, creation of ICT strategy and ICT Plans, ensure effective operations (infrastructure and applications), security of data etc...

## Infrastructure (24 Staff)

- Networks, Telecommunications, Servers, Storage, Support Teams

## Applications (23 Staff)

- Systems administration of applications including development, test and production (live) systems.

# Scale

## Networks & Communications:

- 200 Sites
- 2300 telephone extensions
- 1000 mobile phones

## Support Teams

- 2000 internal staff and elected members using:
- 1800 PCs and Laptops
- 400 Printers
- 1000 mobile phones
- 2300 telephone extensions

## Servers & Storage

- 172 Servers (Unix and Windows)
- Physical and virtual servers

## Applications Team

- 160 applications, including:
  - Email (Outlook, GCSX, Clearswift)
  - Electronic Document Management System (TRIM)
  - Internet & Intranet (StaffNet)
  - E-Business Suite (Oracle)

# Critical Applications

Critical Applications	
Email	Internet Access
One Vale (Oracle e-business)	Swift (Social Services)
Vale of Glamorgan Website	TRIM (Content Management)
Opti-Time (Housing repairs)	OHMS (Housing)
Paris (Cash receipting)	Authority (Env Health)
Consol (Building Maintenance)	EMS
DIPS	DMS (HR)
Academy (C-Tax, Housing benefits)	Dynix (Libraries)
Mayrise (Street Lighting)	

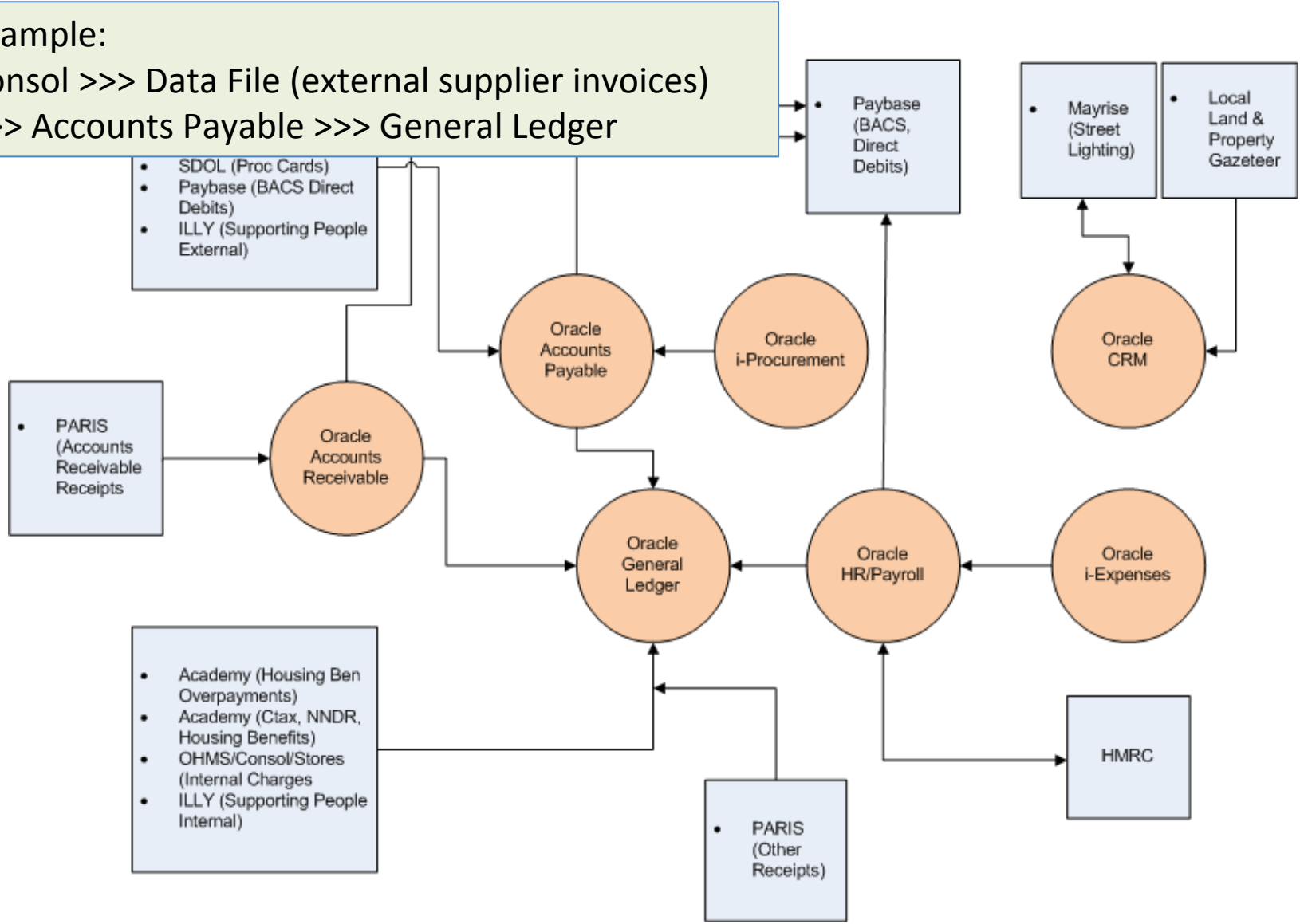
## E-Business Suite

- Enterprise Resource Planning (ERP) system
- Known as 'Oracle' across the Council
- Has many interlinked applications (modules), several of which are used by the Council:
  - Customer Relationship Management (CRM)
  - Financials (inc. General Ledger, Accounts Payable and Receivable, iProcurement)
  - Human Resources
  - Payroll

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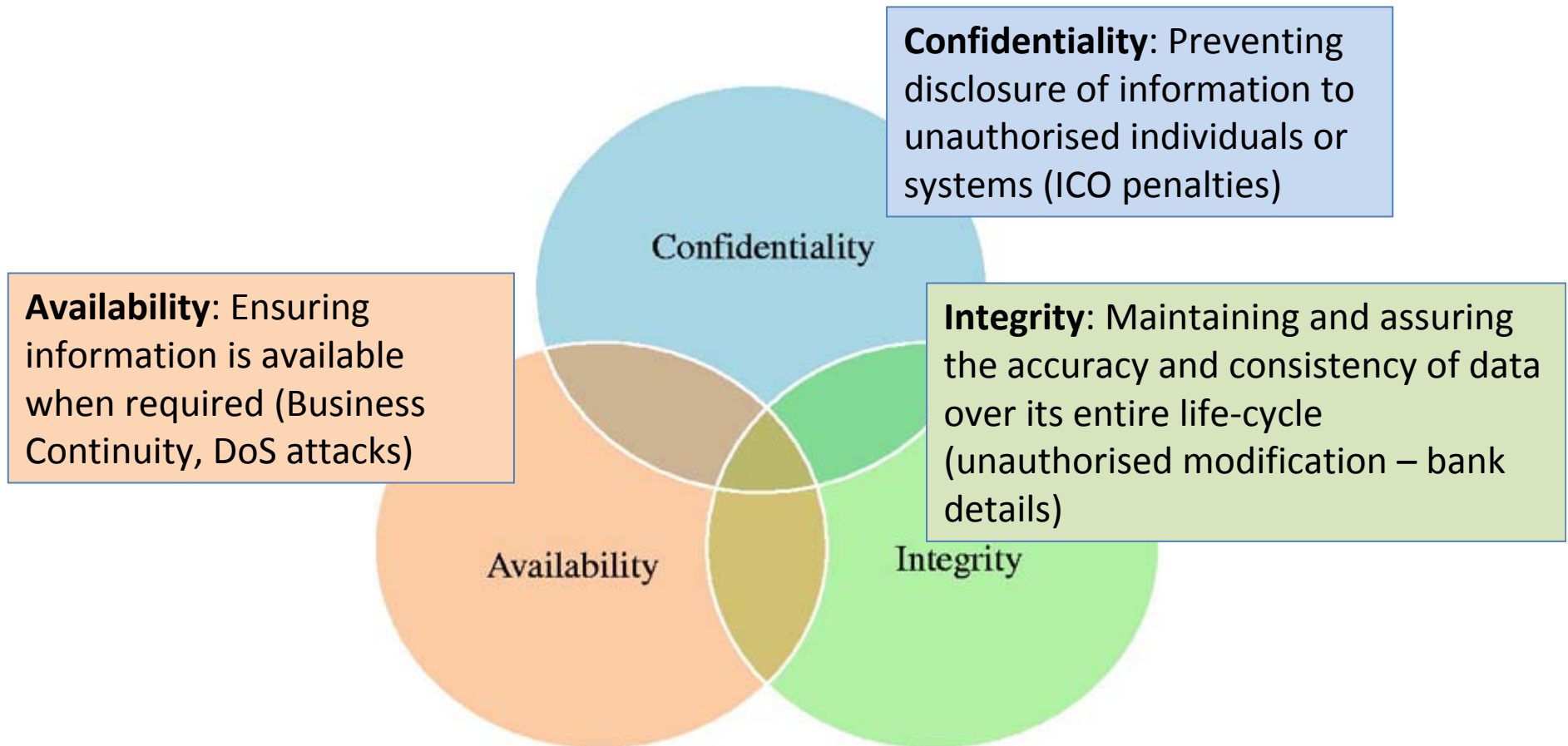
## Oracle Data Flows

Example:  
 Consol >>> Data File (external supplier invoices)  
 >>> Accounts Payable >>> General Ledger





# Information Security



# From an ICT Audit Perspective – What do we look for?

A typical application audit... Swift (Social Services Application)

- Risk Assessment (completed prior to inclusion in the Internal Audit annual plan):
  - Confidentiality: Contains personal and sensitive information, therefore high risk of danger to individuals, ICO action and reputational damage to Council if there is a data breach
  - Integrity: Significant need for information to be accurate and not be modified by unauthorised person or system (e.g. child protection case notes)
  - Availability: Requirement of the service to have information available (e.g. time limits on essential visits – vulnerable adult or child?)
- Result of risk assessment – inclusion on the Internal Audit annual plan as a high risk application.

## The Audit (in brief)

- Identity & Access Management
- Information Security
- Audit Functionality within the Application
- Reporting
- System and Database Management
- Business Continuity

## Challenges facing ICT (and ICT Audit)

- Budget cuts
- More for less
- Extremely fast paced technology changes
- Dealing with increased security risks (ICO penalties) and threats (hacking, malware)
- Collaborative working and rationalisation

# ICT Trends

- Current Trends – Risks or Opportunities?
  - Mobile Technology – smart phones, tablets, BYOD, agile working.
  - Cloud Computing – scalable, pay as you use services run from the Internet
  - Social Media – Twitter, Facebook, Hwb?
  - Big Data – confusing? Linking vast amounts of data

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Questions???