

Meeting:	Audit Committee
Date:	25 th September 2006
Subject:	Internal Audit Escalation report – Web Publishing Protocols
Responsible Officer:	Myfanwy Barrett
Contact Officer:	Susan Dixson – Service Manager Internal Audit
Portfolio Holder:	David Ashton
Key Decision:	No
Status:	Part 1

Section 1: Summary

Decision Required

None

Reason for report

Escalation of Internal Audit report in accordance with agreed protocol. For the Committee to discuss progress against the action plan.

Benefits

For Information only

Cost of Proposals

None

Risks

Control Risks are the subject of this report.

Implications if recommendations rejected

Not applicable

Section 2: Report

2.1 Brief History

This review was undertaken as part of the 2005/2006 Audit and Consultancy Services annual plan, which has been developed from a risk assessment and consultation process. The review aims to support the Council's Corporate Priorities with regard to developing a customer-focussed council and the improvement of the management of services.

The objective of the review was to ensure that there are appropriate controls and procedures in place for placing content on the www.harrow.gov.uk site and to ensure that the content meets appropriate standards and remains relevant and accurate

The following areas were reviewed:

- Policy, including publicity and circulation.
- Roles and responsibilities.
- Authorisation of changes.
- Security and monitoring.
- Back-up and disaster recovery.

This is a red report. Overall 40% of the expected controls were found to be in place and operating effectively with a further 25% partially in place. Of the weaknesses identified 5 were within risk category 1 and 8 were within risk category 2. The most significant weaknesses relate to:

- **A need to provide more comprehensive guidance on a number of key activities, including the time limits for web items, roles and responsibilities for content management, site security and access monitoring, compliance with relevant legislation and the monitoring of site content and usage;**
- **An absence within job descriptions of roles and responsibilities regarding the management, system administration, technical support and development of the website;**
- **The widespread lack of separation of duties with regard to editing and publishing of website content;**
- **Insufficient processes for ensuring that the web publishing accounts of leavers are terminated promptly and the need to strengthen logical security controls;**
- **The lack of disaster recovery procedures for the website.**

All of the recommendations made have been agreed for implementation and will be followed-up in September 2006.

The Acting Chief Executive provided the following statement for the Audit Committee:

'The recommendations of this report have all been agreed and reviewed by the Acting Chief Executive and the relevant senior officers. The report highlights a number of helpful issues that will be addressed as part of the Web Refresh project currently underway. The work on this audit was undertaken in March 2006 and the final report was issued in May 2006 therefore many of the recommendations have been superseded by the new project. The report is however useful in identifying key issues for the project to address. The Web refresh project should conclude by December 2006.

2.2 Options considered

None

2.3 Consultation

None

2.4 Financial Implications

None

2.5 Legal Implications

None

2.6 Equalities Impact

None

Section 3: Supporting Information/Background Documents

Web Publishing Protocols Final Internal Audit Report

Agreed Action Plan