
**INTERNAL AUDIT REPORTS TO AUDIT AND SCRUTINY COMMITTEE –
SERVICE LEVEL AGREEMENT ICT REPORT**

1. EXECUTIVE SUMMARY

- 1.1 Agenda item 5 to the June Audit and Scrutiny Committee reported six reports were being reported to the Audit and Scrutiny Committee and agenda item 4 highlighted that the 2017/18 audit plan was complete bar one report (Service Level Agreement (SLA) ICT) for which the fieldwork was complete but it was in the process of being cleared with management.
- 1.2 After the committee pack was submitted to committee members the SLA ICT report was cleared with management and has therefore been submitted as a separate agenda item.
- 1.3 The below table provides a summary of the conclusions for the SLA ICT audit. The full report is included as an appendix to this report.

Audit Name	Level of Assurance	High Actions	Medium Actions	Low Actions
SLA ICT	Substantial	0	1	1

- 1.4 Internal Audit provides a level of assurance upon completion of audit work. A definition for each assurance level is documented in each audit report.

2. RECOMMENDATIONS

- 2.1 Audit and Scrutiny Committee to review and endorse the SLA ICT report.
- 2.2 Audit and Scrutiny Committee confirm the completion of the 2017/18 internal audit plan.

3. DETAIL

- 3.1 A high level summary of the SLA ICT report is noted below:

SLA ICT: This audit has a substantial level of assurance as internal control, governance and the management of risk are broadly sound. SLAs were in place for all five ICT support services reviewed. These were comprehensive and detailed the responsibilities of each party to the SLA. Where not detailed in the SLA, costs and durations are agreed in a contract variation. Two SLAs detailed the costs and durations and two contract variations are in place, the remaining support service is operating outwith a formal contract variation. Performance monitoring is in place which is proportionate to the level of risk associated with the contracts and consistent with the Council's Procurement Manual. Payments made are consistent with SLAs, contract variations and

quotations. There is no central administration of SLAs and contract variations to ensure they are filed and managed in a consistent manner.

3. CONCLUSION

- 3.1 Management has accepted the SLA ICT report submitted and have agreed responses and timescales in the respective action plans.

4. IMPLICATIONS

- 4.1 Policy - None
- 4.2 Financial - None
- 4.3 Legal - None
- 4.4 HR - None
- 4.5 Equalities - None
- 4.6 Risk - None
- 4.7 Customer Service – None

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APPENDICES

1. SLA ICT audit report