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Testing BlueSpice Features

6.1. Audit reports

Page	Audit status	Auditor	Audit execution date	Audit planned date	Status
Compliance Check of the Compliance Requirements of the IT Services Department	open	Sandra Meier		August 15, 2024	

IMS:Compliance Check of the Compliance Requirements of the IT Services Department

Approved: 16:47, 2 December 2021 / Revision: 16:47, 2 December 2021

Audit type:	Process audit
Audit status:	open
Audit coverage:	IT Services
Auditor:	Sandra Meier
Audit planned date:	August 15, 2024 
Audit execution date:	

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Overview

The audit was carried out in accordance with the previously communicated audit plan. The inspection of the server rooms planned for the 2nd day of the audit has to be canceled for reasons of time. A catch-up date was therefore agreed. The audit was carried out taking into account the ISO9001 quality criteria, as the company is aiming for certification.

All of the planned aspects were adequately discussed.

Considered aspects of the regulations

- Organization context and interested parties
- Dealing with risks and opportunities
- Operational processes IT service, process landscape, interfaces and ticket system
- Identification and systematisation of binding obligations
- Assessment of performance and improvement
- Application of operational ticket processes and compliance
- Training and knowledge of the organization
- communication
- Document control
- Order processing
- Work and test equipment
- Evaluation of service providers / contractors
- Production / service provision
- CIP topics

Conclusion

The IT service was audited as part of the internal audit.

Numerous positive findings were made in the course of the internal audit. This particularly applies to the leadership role of the team leader. Their active leadership has positive effects on the implementation of processes and measures, such as B. the handling of the ticket system "Easy Redmine". The employees are actively informed and trained by the managers.

Many specifications and processes from the management systems are actively implemented and are easy to understand.

Individual results

Describe the results by regulations aspect.

Communications

The employees were trained with regard to the changes in the process documentation and how to use the Easy Redmine software (group training on April 10, 2021). The Easy Redmine process overview and individual company processes were presented. The audited employees are familiar with handling Easy Redmine.

The inquiry process was audited as an example.

Based on the message "Contact request for personal data" from May 3, 2021, the process flow was verified in Easy Redmine. The process was easy to understand and corresponded to the specifications of the ticket system documentation in the IT service manual. The necessary steps in the course of processing have been properly carried out.

Other documents viewed:

Proof of training for Rüdiger Strauss from April 10, 2021 (area-related processes / Easy Redmine)

Proof of authorizations Mr. Rüdiger Strauss

SW analysis

List of all strengths and weaknesses observed during the audit.

Strength	Weakness
<ul style="list-style-type: none">• Active leadership role by the team leader• Many specifications from the management systems are already being implemented• Employees are also trained in documentation and process requirements (e.g. Easy Redmine)• Exemplary compliance management throughout the company	<ul style="list-style-type: none">• Dealing with risks and opportunities as well as process management have to be further developed and systematized.• Involvement of external consultants (especially legal advice)

Signatures

Signatures


Process descriptions

Approved: 10:44, 17 July 2023 / Revision: 10:44, 17 July 2023

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next: [Work instructions](#)

4.1. Process descriptions

Page	Business unit	Process owner	Approval state	Valid until	Status
Procurement of materials	100	Emma Røgeberg	First draft		
Sales process	Sales	Paul Arnoux	Draft	December 31, 2022	

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next: [Work instructions](#)

Integrated Management System

Tour 2 [Integrated Management system](#)

next: [Process map](#)

An **Integrated Management System (IMS)** brings together various sets of rules that serve corporate governance. For example:

- Quality management (ISO 9001)
- Risk management (ISO 31000)
- Environmental protection and occupational safety management (ISO 14001 and ISO 45001).

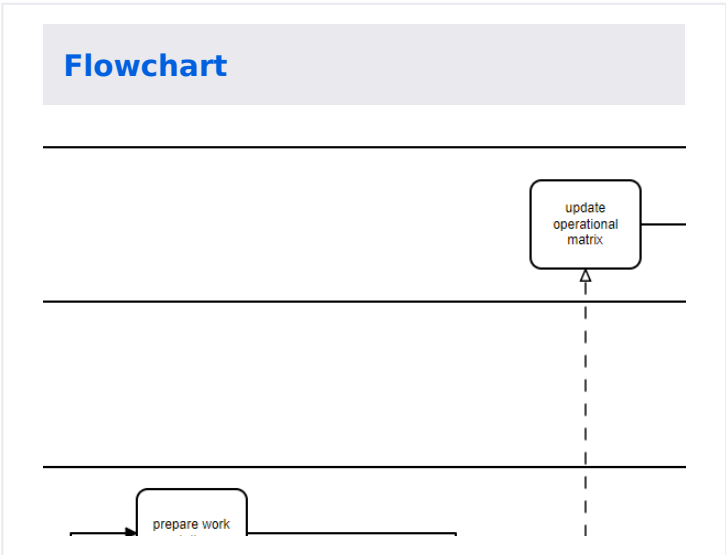
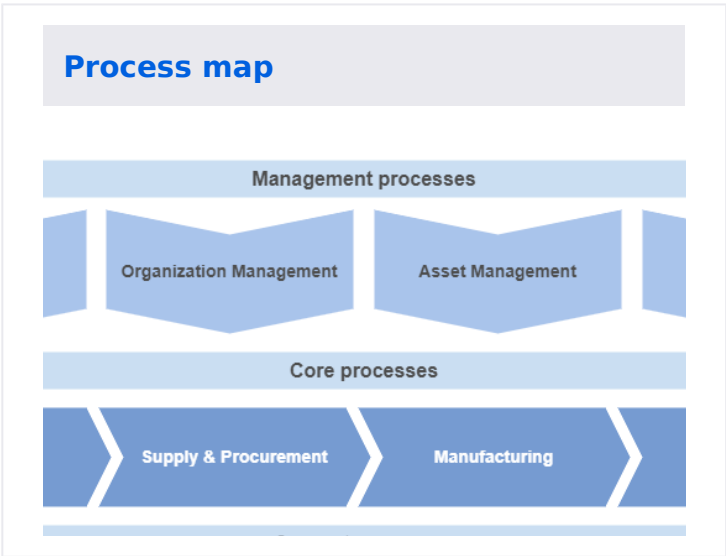


Management systems in a wiki

Wikis have established themselves as appropriate systems for the organization of management systems:

- *Central storage:* The rules and regulations are available centrally and online for all employees.
- *Search function:* Content can be quickly found via the search function and is perfectly pre-sorted via namespaces and categories.
- *Version-based editing:* Content can be edited and easily maintained in no time at all using a visual editor and forms.
- *Document control:* Templates, workflow and release functions ("control of documents") support the editorial processes.

Example pages



Role definitions

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◆	Role description
	Planning, coordination and control of the products and services to be marketed and sold
	Operational planning and control of the project to achieve the project goals.

Process descriptions

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New page

↕	Business unit	↕	Process owner	↕	Approval state	↕
	Company, Project Management		Andrew Hayes		Approved	
	Project Management, Sales		Margie Castillo		Approved	
	Company		Carlos Olson		Approved	

Work instructions

ions

New page

↕	Business unit	↕	Process owner	↕	Approval state	↕
	Sales		Andrew Hayes		Approved	
	Sales		Margie Castillo		Approved	

Risk entries

Add new risk

Search:

↕	Affected Domain	↕	O Factor	↕	M Factor	↕	Current Level	↕	Curre Proba
	iss uity		D3				Medium		Possible

Incident reports

ner data accidentally disclosed	Reported inte
tection	Reported exte
9/21	Closed?
confidential customer data	

customers data was accidentally exposed for 5 minutes in the ticket.

RM:All risks

Tour 2 [Integrated Management system](#) < [Audit reports](#)next: [Incident reports](#)

● ● ● Risk matrix

	Impact →	Negligible (A)	Marginal (B)	Considerable (C)	Critical (D)
Consequence	Environment (IE)	Slight effect	Minor effect	Localized effect	Major effect
	Asset (IA)	Slight damage	Minor damage	Medium damage	Major damage
	Health (IH)	Slight physical or mental harm	Minor physical or mental harm	Major physical or mental harm	Single fatality
	Business continuity (IB)	Minor visible or barely recognizable disruption of service	Recognizable temporary disruption of service	Minor functional (permanent) disruption of service	Major functional (permanent) disruption of service
	Data protection (ID)	No data loss / no data disclosure	Loss of rebuildable secondary data, disclosure of public data	Loss of easily recoverable data, disclosure of internal data	Loss of recoverable data, disclosure of some protected data
	Certain (5) 81-100%	A5	B5	C5	D5
	Likely (4) 61-80%	A4	B4	C4	D4
	Possible (3) 41-60%	A3	B3	C3	D3
	Unlikely (2) 21-40%	A2	B2	C2	D2

	Improbable (1) 0-20%	A1	B1	C1	D
↓ Probability (within 5yrs)					