



# Acme Corp IT Audit Service Report

Ref 000xxxxQ  
August

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## Document Control

Proposal for amendment or change to this document prior to release of version 1.0 will need to be detailed on a Change Request Form. If required, please contact:

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## Distribution

The distribution of this document to Acme Corporation recipients is controlled by the Project Manager (Focus Networks).

Title	Office Location	Copies
John Citizen – Managing Director	Location	1
Billy Bob – CFO	Location	1
Focus Networks	Victoria Park	1

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# 1.0 Executive Summary

## Objective of the Audit

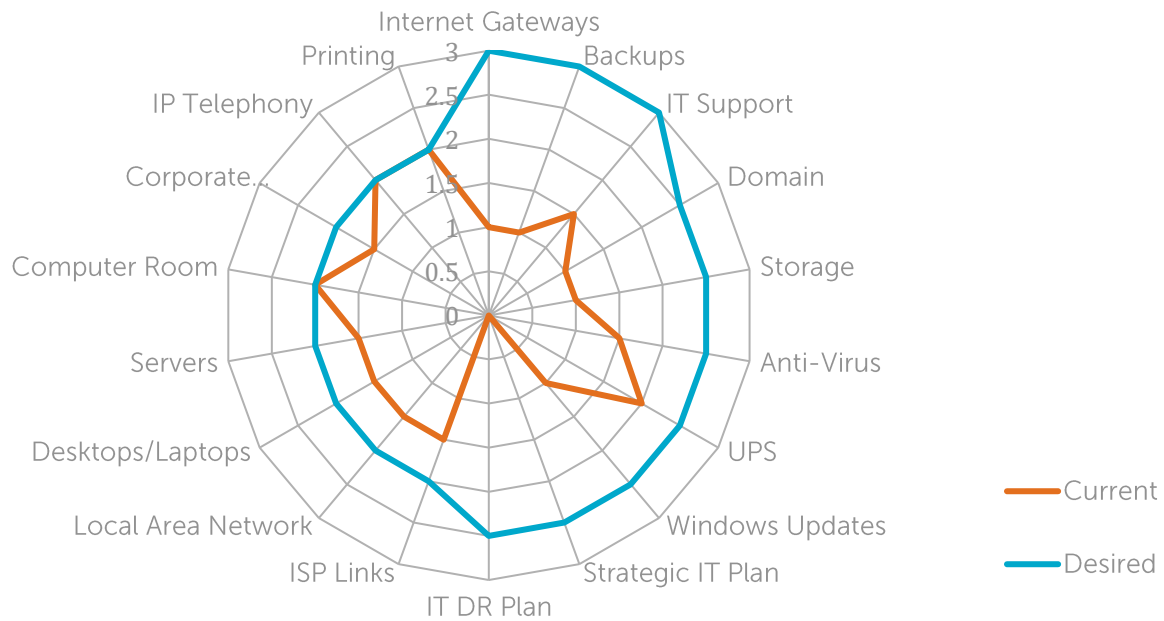
Focus Networks were asked to:

1. Review the Current IT Environment
  - Physically inspect certain core IT areas
  - Electronically inspect certain core IT areas
  - Document current configurations
2. Compare to Industry Best Practices for Similar Organisations
  - Generate a Technology Scorecard
  - Generate a Risk Timeframe
  - Highlight the differences
  - Suggest the implications
3. Make Recommendations for the Future
  - Rate core IT areas based on risk
  - Document areas of concern
  - Propose alternative solutions

## Acme Corporation VS Industry Best Practices

The graph below highlights current IT infrastructure compared to the desired scenario.

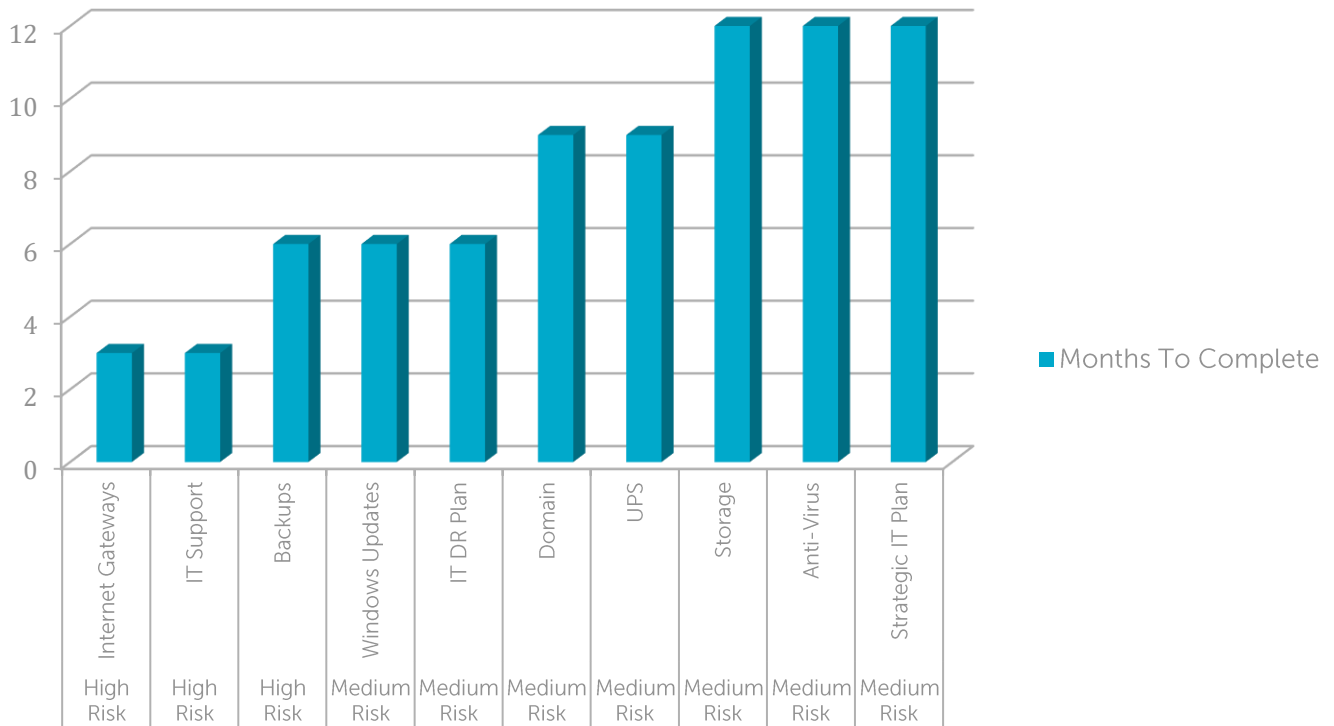
## Acme Corporation Technology Scorecard



### Acme Corporation Risk Timeframe

The graph below highlights core areas to be addressed based on level of risk.

## Acme Corporation Risk Timeframe



## What was Completed

Focus Networks undertook:

- An onsite data collection at Perth
- An interview with key staff members John Citizen and Billy Bob
- Research offsite
- Preparation of this report and presentation

## Findings

- **High Risk Issues**
  - Internet Gateway: a managed firewall needs to be implemented to secure the network. Currently little protection is in place.
  - Backups: an onsite/offsite backup regime requires implementing. The two current backup regimes are inadequate and failing.
  - IT Support: the current adhoc arrangement has no Service Level Agreements meaning no commitments for response or resolution.
- **Medium Risk Issues**
  - 6 areas are of concern as documented in Section 6.2 Recommendations.
- **Low Risk Issues**
  - 7 areas are of concern as documented in Section 6.3 Recommendations.

## Key Recommendation

Focus Networks suggest Acme Corporation subscribe to the Managed Network Service Agreement prior to any IT infrastructure changes. This agreement will provide IT support for your IT environment by implementing a scheduled onsite weekly option and a scheduled remote weekly option. Two Support Officers will be assigned to you and are available for additional onsite/remote support. Requests are tracked in a Helpdesk with 24x7 support coverage.