

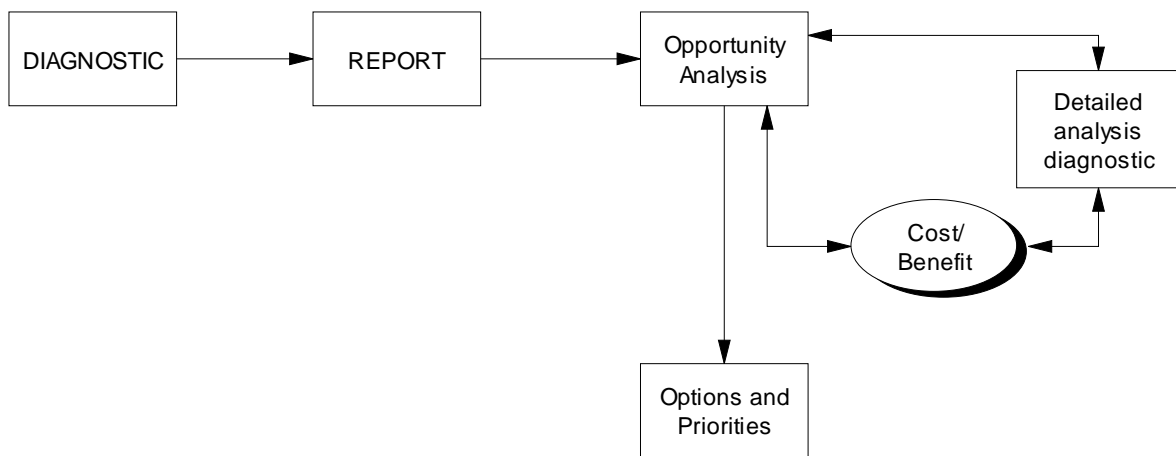
Consulting Cloud Preview

Audit for IT
ERP and process assessment

PURPOSE of THIS TOOL

This diagnostic provides a basis for analyzing the effectiveness of your business processes and systems. ERP and other computer systems, processes and procedures are there to provide measurable business benefits. The effectiveness or otherwise of systems should be measured by the benefits your business gains from these. This diagnostic and the report produced by a qualified business systems analyst will help you identify, quantify and prioritize specific actions for improvement.

USE of This Diagnostic



EVALUATION AREAS

General – System, Infrastructure, Support

Personnel & Process

Financials and Management Accounting

Sales And Marketing

Customer Service

Inventory, Distribution

Production and Production Control

Product and Service Data Management

Planning and Purchasing

Consulting Cloud Preview

General – System, Infrastructure, Support

	<p>Do your systems operate reliably?</p> <p><i>Reliability is a problem if failure substantively affects business. Eg. Diverts resources, obstructs customer service</i></p> <p><i>If not, can you estimate the cost to the business?</i></p>	YES / NO
	<p>Are your application response times adequate?</p>	YES / NO
	<p>Do you consider your hardware and software systems and changes to them well managed and controlled?</p> <p>Who is responsible?</p>	YES / NO
	<p>Are your data and systems secure?</p> <p>Do you have good basic security procedures such as:</p> <ul style="list-style-type: none"> - Procedures for allocating, changing and removing passwords as employees change <i>Who is responsible</i> _____ - Physical security for your equipment - Controlled access to sensitive system output and document shredding - Online protection (if applicable) - Do you monitor which aspects of system your employees access? <p>Do you have an up to date security audit?</p>	<p>YES / NO</p> <p>YES / NO</p> <p>YES / NO</p> <p>YES / NO</p> <p>YES / NO</p> <p>YES / NO</p>
	<p>Do you have backup and recovery procedures?</p> <p>Have these been tested?</p> <p>Are you confident in them?</p> <p>Do you have offsite storage for your data?</p> <p>Are procedures for this followed?</p>	<p>YES / NO</p> <p>YES / NO</p> <p>YES / NO</p>
	<p>Do you rate your system as well supported?</p> <p>If not, in your opinion what areas are not covered well?</p> <p>Who is responsible for support?</p> <p>Are any external parties involved?</p>	YES / NO