



AMANDA Case Management and Compliance System Department of Internal Services (DIS)

Overall Conclusion:

- Improvements noted since our 2009 audit, but further work is required
- Contract management needs improvement and overall value for money assessment needed

Managing IT Controls

Section Conclusion:

- Improvement in management of IT controls since 2009 audit
- Work needed to fully comply with IT security standards
- Departments not managing employee access well

Examples:

- Implemented software to centrally manage systems
- Comparing security settings against standards
- Some systems do not fully meet IT security standards
- Security settings could be improved
- Departments not properly managing AMANDA accounts
- Dormant accounts and excessive permissions found

Recommendations

1. Apply security standards and policies
2. Tell Departments to assess employee access rights

Contract Management

Section Conclusion:

- Better contract management is required by Internal Services
- An assessment of the value for money of AMANDA contract is required

Examples:

- Unisys performance not monitored – monthly reports not reviewed
- Unisys contract needs better management – senior meetings not occurring
- Reliant on one supplier, complacent after long relationship
- Paid over \$50M but no assessment of value for money

Recommendations

3. Better manage contract and reassess terms before 2018
4. Assess value/cost of contract before 2018 renewal

Service Management

Section Conclusion:

- User departments' needs are generally being met, however improvements can be made in the management of services

Examples:

- Improvements in services to departments is needed
- Prioritization of changes required
- Staff with expertise to create custom reports are needed
- User Dept. concerns:
 - Steep learning curve
 - Need forum to share knowledge/challenges

Recommendations

5. Prioritize change requests
6. Obtain feedback from departments to improve system and services