

AUDIT REGISTER: BDO HIGHLIGHTED RECOMMENDATIONS – APPENDIX 2

Audit & Date of Issue	REF	Recommendations	Priority	Initial Target Date	Agreed Mgt Response	Current Status	Officer (Revised Date)
PAYROLL FEBRUARY 2012	5	NCH should define a monthly deadline by which the HR/payroll system reconciliations should be produced and reviewed. This deadline should be monitored to ensure that reconciliations are produced in a timely manner.	Medium	October 2012	This can only be done once NCC produce such deadlines and we have been unsuccessful in obtaining this in the past. The new SLA should reflect our requirements in this regard.	Pre-reconciliation cannot be done as element input is different to processing. In other words the system would show that an employee has had a payment inputted but it hasn't actually been processed. So therefore the payroll cannot be reconciled. Post reconciliation will be assessed once full reporting is in place.	Mary Mayes – Head of HR (March 2014)
DISASTER RECOVER AND CONTINGENCY PLANNING JUNE 2012	9	All service level agreements, including those covering Finance, HR and Payroll systems, should include clearly defined scopes, service levels for systems and infrastructure availability, resilience controls (e.g. backup) and the expected response times in case of a disaster. As we understand that service delivery for Finance, HR and Payroll are being migrating to shared service models, the revised contracts should also include these prerequisites.	Medium	End of October 2012	Draft ICT SLA has been authored with NCC. Final version shall include details of how the ORACLE system shall be supported by NCC (and EMSS through NCC) if affected by an IT failure. As ORACLE is used by NCC support and contingency arrangements shall be required by NCC in any case, for their own purposes.	Delayed due to delays in the implementation of the new ORACLE system. There is still no SLA in place between EMMS and any partner organisations. NCC believe that NCH will enter into its own SLA with EMSS, but this will be confirmed during October. NCH are still awaiting discussions with EMSS to explore SLA issues.	Beth Lawton. Assistant Director, ICT (April 2014)
HR, RECRUITMENT AND SELECTION MARCH 2013	13	The current learning and development program has only been approved by EMT and not by the Board. As the learning and development strategy directly supports the achievement of	Low	End of June 2013	There is a review currently ongoing which is looking at the Company's learning, development, talent and succession planning strategy. These	An updated L&D Strategy shall be provided to EMT and then to Board if deemed required.	Carol Aaron – Head of Learning and Development (End of March 2014)

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		strategic objectives, it may be relevant for the Board to approve once it has been updated for any changes required as a result of succession planning activity.			will go to EMT and then Board.		