

CLIX ICT SYSTEM REVIEW – RECOMMENDATION FOLLOW UP

Report By: Audit Services Manager

Wards Affected

County-wide.

Purpose

To update Members of the Audit and Corporate Governance Committee on the current status of audit recommendations made.

Financial Implications

None identified, however if fundamental changes were made to the current system there might be some costs involved.

RECOMMENDATION

THAT the report be noted.

Reasons

The Audit Services Interim Assurance Report to the Audit and Corporate Governance Committee on 8th December 2006 highlighted the CLIX system as an area of concern with regards to functionality and security. The Committee was informed that Audit recommendations had been made. The Committee requested that they were kept up to date on progress in relation to the recommendations made.

Considerations

1. The CLIX system is a Client Index System that holds details of clients and provides data to support performance management information. It was previously identified that CLIX required replacing, which was due to be completed during 2004/5.
2. The Herefordshire Connects programme has subsequently provided the opportunity for a more comprehensive corporate solution which should enable a replacement to the CLIX system to be fully operational by Summer 2008. This will give officers time to ensure that the data transfer has been completed and the required tests have been completed satisfactorily.
3. The table below summarises the current position with regards to the recommendations made:

Recommendation	Number	Completed	Ongoing
Level 1	1	0	1
Level 2	20	12	8
Total	21	12	9

4. Progress is being made to reinforce processes and to regularly report on missing data from CLIX and where targets are not being met, this combined with quality reviews of files will lead to improved accuracy, consistency and completeness of data on the system.
5. Controls have now been put in place to formally record authorisation, registration and de-registration of CLIX users. User access and rights are now reviewed quarterly.
6. A number of controls identified as being missing that relied on a system upgrade i.e. prompting users to change their password, were discussed and manual methods of control have been agreed with the Information System Manager.
7. The creation of system operating procedures is ongoing.
8. Whilst work will continue to ensure the CLIX system operates as efficiently as possible it is now reaching the end of its useful life. The Herefordshire Connects programme will provide the opportunity to deliver an efficient modern system. The procurement process for Herefordshire Connects has commenced and it is anticipated that the replacement for the CLIX system will be fully operational by Summer 2008.

Risk Management

If action is not taken by the Information System Manager on the recommendations made by Audit Services it is likely that the system controls will continue to be a matter of concern.

BACKGROUND PAPERS

CLIX Audit Report