
Audit Improvement Plan Activities



DORSET & WILTSHIRE
FIRE AND RESCUE

Audit Improvement Plan Activities

KEY FOR RECOMMENDATION PRIORITY

Priority 1	- Findings that are fundamental to the integrity of the Service’s business processes and require the immediate attention of management.
Priority 2	- Important findings that need to be resolved by management.
Priority 3	- Findings that require attention.

Access and Account Management & Control – Deputy ACO - Corporate Support and Clerk to the FRA

Main Recommendations	Priority	Management Response	Implementation Plan	Management Update	Progress
<p>The New Starter Creation guide is very comprehensive. It is a detailed “How To” guide for Administrators to set up new users for Microsoft 365.</p> <p>However, we were unable to carry out testing of employee’s access permissions due to the required permissions not being documented. There is no access/ permission matrix in place to assign permissions to accounts based on roles and setting up permissions is solely reliant on communication from Managers or Team Leaders. Therefore, without a matrix or documented requirement of permissions to test against, staff permissions could not be tested.</p> <p>It is recognised that many users carry out a number of different roles across the service, and therefore a matrix may be difficult to establish. However, basic administrator rights for each service and multi-role users’ access should be documented.</p>	3	<p>A template for will be developed for relevant managers and this will be monitored for completion of this via the Digital, Data and Technology Board.</p>	<p>Recommendation/Corrective Action: The Information Governance Manager will produce an access checklist for Information Asset Owners (IAOs) to ensure that starters and organisational movers access permissions are created without delays, and officers’ access can be tested against for audit purposes</p> <p>Responsibility: Head of ICT</p> <p>Target Date: 30 April 2025</p>	<p>A checklist has been drafted and will be piloted by the Data and Analytics Team prior to rolling out to all IAOs.</p>	On Track

Operational Risk Information – ACO – Director of Service Support

Main Recommendations	Priority	Management Response	Implementation Plan	Management Update	Progress
RE14 – Identification and Management of Operational Risk Information sets out the arrangements for identifying, communicating, and managing operational risk information within the Service. The last review of RE14 was November 2023 (i.e. reflecting the arrangements prior to the revised arrangements being approved) and should, along with other related procedures such as PR18 – Public Event Safety, be updated to reflect the revised structure for operational risk.	3	RE14 is constantly updated as/when processes are changed. It will be updated in early 2025, once the new Operational Risk team have been trained and embedded into ways of working.	<p>Recommendation/Corrective Action: Review and update RE14 – Identification and Management of Operational Risk Information and other related procedures to reflect the revised operational risk structure.</p> <p>Responsibility: Station Manager (SM) Resilience & Risk</p> <p>Target Date: 31 March 2025</p>	The RE14 review has been programmed to be completed in March and published within the deadline date set, of 31 March 2025.	On Track