

Internal Audit Report

West Midlands Fire Service

Follow Up Report - FS119 Internet Usage

WEST MIDLANDS FIRE SERVICE

Report No: FS119A

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Sandwell Audit Services are pleased to be making a positive contribution to saving our rare and endangered species from extinction by sponsoring Tangra the Snow Leopard (pictured above) who is based at Dudley Zoo as part of the European Species Survival Programme. Snow leopards are found in the high mountains of Central Asia, specifically the Himalayas. They are powerful, agile animals, unfortunately they are also an endangered species as they live in a harsh and dangerous environment and are illegally hunted. The total population of the snow leopard is now in hundreds rather than thousands.

1 Introduction

1.1 A follow up audit of our work undertaken in 2009/10 has been undertaken on the significant areas identified in the following report:

- FS119 - Internet Usage

1.2 Scope and Objectives of Audit Work

The objective of our audit was to evaluate the adequacy of management action in implementing previous key audit recommendations.

A full risk based audit of the areas identified above was not re-performed, instead limited testing of the key recommendations made was undertaken.

2 Executive Summary

2.1 Overall Conclusion

In our opinion Management **have** taken adequate action in implementing previous key internal audit recommendations.

Given the original lack of controls in some key areas, in a short space of time the organisation has undertaken considerable improvement in implementing the agreed action plan.

This has been a combined effort by various staff, which has improved the control environment. The organisation now has an effective monitoring process, supported both by up-to-date policies/standing orders, and by its IT infrastructure.

2.2 Acknowledgement

A number of staff gave their time and co-operation during the course of this follow up review. We would like to record our thanks to all of the individuals concerned.

3 Monitoring of Audit Recommendations

Report: FS119 - Internet Usage						
Ref	Recommendation	Management comment	Implementation date	Manager responsible	Update Position	Implemented
1	<p>The Authority should agree the scope, period and responsibility for a regular analysis of the internet logs. We would recommend that this be at least monthly and include:</p> <ul style="list-style-type: none"> a) attempted access to adult material b) access to social networking sites (eg. Facebook) c) unexpected Out of Hours activity 	<p>Analysis period to be Monthly.</p> <p>Logs to be created by ICT and analysed by Corporate Planning & Support.</p> <ul style="list-style-type: none"> a) Attempted access to adult material included b) Access to all Social Networking sites to be blocked with the exception of You Tube which will be reported upon. c) Considered, but deemed to be impractical given the varying shift patterns in operation. <p>Standing Order 1/20 states that '<i>Occasional and reasonable use of the Internet for personal purposes is regarded as acceptable</i>'.</p>	April 2009	<p>Creation = Strategic Head of ICT</p> <p>Analysis = Director Corporate Planning & support.</p>	<p>Monthly reports produced by IT are provided to the Administration Manager on a monthly basis.</p> <ul style="list-style-type: none"> a) Report provided on attempted access to adult material. b) Confirmed Social Networking sites (eg. Facebook) are blocked and report provided on Duration of use of You Tube. c) No further action required. <p>Generally the processes were found to be working very well. However, in order to further enhance this process, one additional recommendation has been made to expand the scope of the log information analysed.</p>	Yes

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Ref	Recommendation	Management comment	Implementation date	Manager responsible	Update Position	Implemented
2	All system generated Alerts should be promptly examined and appropriate action taken and documented	Logs to be created by ICT and analysed by Corporate Planning & Support.	April 2009	Creation = Strategic Head of ICT Analysis = Director Corporate Planning & support.	Recommendation now withdrawn due to effectiveness of monthly log analysis	N/A
4	All Generic Accounts should be migrated to specifically named accounts.	<p>The following proposal will be issued for consultation:</p> <p>The current generic accounts will be addressed as follows:</p> <p>Group A: Internet Café type service. Allow 'white listed' websites that are currently accessible with enforced implementation of logs as to who is using the PC (as per traditional internet café / library public access provision)</p> <p>Group B: Non-Internet Café: All internet access to be blocked for all other generic accounts.</p>	<p>Consultation: March 2009</p> <p>Implementation: April 2009.</p>	Director Technical Services & Those responsible for Internet Café type service	The majority of generic accounts have been migrated. It is understood that an exercise is ongoing to complete the remainder of these accounts.	Ongoing

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5	A review of the general single sign-on policy should be undertaken, outlining both benefits and potential weaknesses. This should cover access to the internet and other sensitive/confidential systems eg. HR, Finance etc., audit / management control requirements, consideration of implementing re-authentication and options for resolving any identified issued.	<p>Having undertaken a review and considering the pro's and con's of Single Sign On (SSO), WMFS will maintain its SSO approach. As identified at point 3 of this report Websense appears to be working well. To further mitigate risk action will be to re-inform all staff that they are responsible for their logins and for any action taken against their login. To support this process a Routine Notice will be issued and Standing Orders updated to advise all staff of a) their responsibility and consequences for non-compliance b) that they are to use ctrl-alt-del keys to lock their computer when leaving their workstation c) an auto time out will be implemented, although this provides additional protection it does not negate the responsibility of the user to lock the device with ctrl-alt-del keys d) that there has been a wording change at PC boot up to advise of 'acceptable use' (as per Standing Order 1/20) e) that the new monitoring process is to commence f) that enforcement of this area is to take place and g) that wallpaper and screensaver images must not be of a <i>harassing, defamatory, copyrighted or pornographic</i> nature.</p> <p>Standing Order 1/20 will be updated to include these instructions.</p>	<p>Review February 2009.</p> <p>Issuing of instructions: May 2009</p> <p>May 2009</p>	Director Corporate Planning & Support and Director Technical Services.	<p>Review completed.</p> <p>a) done b) done c) done d) done e) done f) done g) done</p>	Yes

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9	A review should be conducted to ensure threshold levels are set to appropriate values and, where generated, Alerts are fully & accurately evidenced by the log entries.	A review is to take place of the logs and alerts identified in numbers 1 and 2 above.	April 2009	Strategic Head of ICT & Director Corporate Planning & support	Recommendation now withdrawn due to effectiveness of monthly log analysis	N/A
10	The Authority should decide upon whether sites such as Facebook will be permitted (ie. Not blocked), what conditions of use should be adhered to (ie. Not during working time) and to ensure that all staff are aware of this policy.	Access to all Social Networking sites to be blocked. Access to You Tube will remain and it will be reported upon. (As per point 1 above)	April 2009	Creation = Strategic Head of ICT Analysis = Director Corporate Planning & support	Blocking implemented and You Tube usage incorporated into monthly log analysis	Yes

4 Action Plan

Para	Recommendation	Categorisation	Accepted Y/N	Management comment	Implementation date	Manager responsible
1	To expand the scope of the log analysis to include attempted access to blocked category sites (in addition to Adult) and total duration (ie. potential excessive use). We suggest that the frequency of this analysis should be at least quarterly.	Merits Attention	Y		January 2010	Jason Danbury Strategic Head of ICT

