

OFFICE OF THE INSPECTOR GENERAL

Audit of Information Technology Service Management (AUD1423)

EXECUTIVE SUMMARY

The Office of the Inspector General (OIG) conducted an audit of Information Technology (IT) Service Management at FAO headquarters in Rome from November 2022 to March 2023. While the audit covered the period from January 2022 to December 2022, this report also reflects subsequent developments up to June 2023.

Objective and Scope

The audit objective was to assess whether the Digitalization and Informatics Division (CSI) has the policies, structures and monitoring framework in place to achieve its objectives in the provision of IT Service Management. A best practice framework – Information Technology Infrastructure Library (ITIL) – was utilized to benchmark performance. The audit scope included CSI's operational management of IT services for both Digital Workspace and Digital for Impact products.

Observations

OIG assessed the provision of IT Service Management (ITSM) against ITIL principles as **Major Improvement Needed** (see Annex for definition of audit ratings). The audit found there were inadequate plans, structures, documentation and monitoring in place to meet ITIL best practices. Specifically the audit identified the need to:

- Put in place a plan for ITIL alignment detailing targets and responsibilities;
- Document all required ITSM policies and procedures; and
- Improve monitoring of ITSM processes.

The audit also identified a lack of visibility and monitoring by CSI of Digital for Impact products service provision.

At the time of the audit, CSI (together with Shared Services Centre and HQ Maintenance Services) was undertaking the implementation of ServiceNow, an Enterprise Service Management project. The project's objective is to implement the ITIL-specific elements available in the IT Service Management module. CSI stated that it will aim to address the observations and Agreed Actions of this audit during and after the current project implementation which is expected to be completed by the fourth quarter 2023.

Agreed actions

This report contains five actions that CSI has agreed to undertake. CSI has committed to fully implement all actions by December 2024.


Mika Tapio
Inspector General

15 September 2023

ANNEX: DEFINITION OF AUDIT TERMS

AUDIT RATINGS

Rating System	An audit rating system (defined below) has been used to rank the adequacy of internal controls¹ in each area.
Satisfactory	The assessed controls, governance arrangements, and management of opportunities and risks, are adequate and effective to provide reasonable assurance that objectives are met.
Some Improvement Needed	A few specific weaknesses in the assessed controls, governance arrangements, and management of opportunities and risks were noted; generally however, they are adequate and effective to provide reasonable assurance that objectives are met.
Major Improvement Needed	Numerous specific weaknesses in the assessed controls, governance arrangements, and management of opportunities and risks were noted; they are unlikely to provide reasonable assurance that objectives are met.
Unsatisfactory	The assessed controls, governance arrangements, and management of opportunities and risks, are not adequate or effective to provide reasonable assurance that objectives are met.

¹ FAO's accountability policy, in an extension of the COSO internal control objectives, establishes five critical areas of performance relevant for assessing the adequacy of controls – effectiveness, economy and efficiency, compliance, reporting and protection.