GLASGOW CITY COUNCIL INTERNAL AUDIT SECTION

COMMITTEE SUMMARY

Item 2(l)

28th September 2022

Title of the Audit: Education Services – Gateway Shared Services

1. Introduction

1.1 As part of the agreed Internal Audit plan, we have carried out a review of Gateway Shared Services within Education Services. Gateway is a consortium of 10 Local Authorities, with Glasgow City Council (GCC) as the lead authority. Gateway provide careers and education software as well as other services, such as website design and CPD management, to external partners. Gateway have an annual turnover of approx. £1m of which around one third comes from joint funding, with the remainder derived from income generated from the services they provide.

1.2 All Gateway staff are GCC employees, operate on the Glasgow Schools Network (GSN) and have a base at Castlemilk High School. As such CGI are responsible for the maintenance and upkeep of the infrastructure that supports Gateway, as part of their contractual obligations to Education and the Council.

1.3 The scope of the audit was to gain assurance that Education Services and Gateway have sufficient and appropriate arrangements in place for ensuring that the IT services they provide are well maintained, offering continuity of service, and that the processes for ensuring this are operating effectively.

1.4 The scope of the audit included a review of:

- The roles and responsibilities of Gateway and CGI in relation to the maintenance and support of IT services;
- The agreements in place (e.g. SLAs) between the various stakeholders and the arrangements for ensuring these are delivered;
- Departmental and service level Risk Registers;
- Business Continuity and Disaster Recovery management arrangements; and
- Governance arrangements for the Consortium.

2. Audit Opinion

2.1 Based on the audit work carried out a reasonable level of assurance can be placed upon the control environment. The audit has identified some scope for improvement in the existing arrangements and four recommendations which management should address.

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3. Summary

3.1 We found that control improvements could be made in the following key areas:

- Software maintenance processes
- Management and use of privileged accounts
- Business continuity and disaster recovery planning and testing

3.2 An action plan has been agreed with Council management in which we have made four recommendations for improvement. For security purposes the detailed action plan has been redacted. The priority of these recommendations are:

Priority	Definition	Total
High	Key controls absent, not being operated as designed or could be improved. Urgent attention required.	1
Medium	Less critically important controls absent, not being operated as designed or could be improved.	1
Low	Lower-level controls absent, not being operated as designed or could be improved.	2
Service Improvement	Opportunities for business improvement and/or efficiencies have been identified.	0

3.3 The audit has been undertaken in accordance with the Public Sector Internal Audit Standards.

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3.4 We would like to thank officers involved in this audit for their cooperation and assistance.

3.5 It is recommended that the Head of Audit and Inspection submits a further report to Committee on the implementation of the action contained in the attached Action Plan.