

1.1.1 Operational Audit – Post Audit Implementation Plan

Licence Condition Reference	Issue	Recommendation	Post-Audit Action Plan	Person Responsible / Date of Implementation
Cl.2, Sch.2	<ul style="list-style-type: none"> Harvey Water provides water beyond the designated areas stated under the licence. No documentary evidence was available to verify the approval from the Authority. 	<ul style="list-style-type: none"> Harvey Water should maintain documentary evidence of approval from Authority to operate outside the designated area under the licence. 	<ul style="list-style-type: none"> Harvey Water will write to the Authority requesting formal approval. Appropriate controls will be implemented to prevent future non-compliance. 	GC (CEO) Immediate
Cl.21 Sch.5, Cl.2	<ul style="list-style-type: none"> There is currently no documented procedure or a formalised reminder mechanism to ensure that the deadlines for reporting requirements of the Authority are met. During testing we noted that the Rural Performance Reporting was submitted 2 days late. 	<ul style="list-style-type: none"> Harvey Water should develop formalised documented procedures capturing all the compliance requirements under the licence. This document should also capture the assigned responsibility and deadlines for each task. 	<ul style="list-style-type: none"> Harvey Water will develop a formal procedure regarding reporting requirements, due dates and responsibility for completion. 	SG (CSM) / GC (CEO) 31 Dec 2010

1.1.2 Asset Management Review – Post Review Implementation Plan

Key Processes	Issue	Recommendation	Post-Audit Action Plan	Person Responsible / Date of Implementation
Asset Creation /Acquisition	<ul style="list-style-type: none"> There is currently no up-to-date asset manual which details the process for asset creation and acquisition. 	<ul style="list-style-type: none"> A policy should be formulated for the asset creation/acquisition process. Procedures for creation/acquisition process must also be developed and documented. 	Policy and procedures to be properly documented for asset creation/acquisition.	SC (PC) 31 Dec 2010
Asset Disposal	<ul style="list-style-type: none"> There is currently no documented policy and procedures for the asset disposal process. 	<ul style="list-style-type: none"> A policy should be formulated for the asset disposal process. Procedures for asset disposal process must also be developed and documented. 	Policy and procedures to be properly documented for asset disposal.	SC (PC) 31 Dec 2010
Asset Maintenance	<ul style="list-style-type: none"> Risk management is applied to prioritise maintenance tasks. This is however an informal process. 	<ul style="list-style-type: none"> Management should develop a more formalised process for the prioritisation of maintenance tasks to demonstrate how risk management is applied in the process. 	The application of risk management in the prioritisation of maintenance tasks will be documented.	SC (PC) 31 Dec 2010
Asset management information system	<ul style="list-style-type: none"> The server is backed up daily. However, daily back up tapes are not kept off-site. There is currently no independent checking of data entered in the asset management information system to ensure completeness and accuracy of data entry. 	<ul style="list-style-type: none"> Management should ensure that daily back-up tapes are kept offsite to reduce the risk of loss of data. Management should ensure that independent checking is done to ensure data entered into system is accurate. 	Harvey Water will implement a procedure to ensure that daily back up tapes are stored offsite.	TD (IT) 31 Dec 2010
			Harvey Water will implement a process whereby data entered into the AMS is reviewed for accuracy by an independent person.	SC (PC) 31 Dec 2010
Contingency planning	<ul style="list-style-type: none"> Contingency plan has not been tested. 	<ul style="list-style-type: none"> The contingency plan should be tested for operating effectiveness. 	A mock test will be developed for the Contingency Plan following the review.	SC (PC) 31 Dec 2010

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Financial planning	<ul style="list-style-type: none"> ▪ The financial plan does not state financial objectives and strategies and actions to achieve the objectives. ▪ A 10 year budget operating statement is in place. The budget was drawn up in 2002/03 and has not been reviewed since then. 	<ul style="list-style-type: none"> ▪ A more detailed financial plan should be developed which incorporates the objectives and strategies. ▪ The 10 year budget operating statement should be reviewed more frequently to better forecast the financial situation of Harvey Water. 	<p>A more detailed financial plan will be developed and presented to Board.</p> <p>The current 10 year Budget will be reviewed and updated, with continuing reviews to be scheduled every two years.</p>	<p>SG (CSM) / GC (CEO) 31 Dec 2010</p>