

Follow-up audit on IT: management and operations Central Compensation Office

Key points

The Swiss Federal Audit Office (SFAO) conducted another audit on the IT environment at the Central Compensation Office (CCO) after 2014. The focus was on the recommendations made during the previous year's audit for remedying the various shortcomings identified.¹ Overall, the SFAO found a much-improved situation. The problems were tackled and management has asserted itself. The SFAO's recommendations have been implemented on the whole. Despite all the efforts, it will still take time and the necessary willpower from managers to ensure that all employees are on board and support the new direction set.

Over the past 18 months, the CCO has succeeded in making noticeable improvements. The SFAO has observed the beginnings of a new, positive business culture. This is primarily due to the composition of the Executive Board. Three of the seven divisions were assigned new leaders. Since the director took up his position on 1 August 2014, important regulations and directives have been drawn up or revised. Preparatory work for this had already been carried out beforehand. The reorganisation of the Central Compensation ("CENT") and Information Systems ("SI") divisions has resulted in positive bundling or unbundling.

IT and procurement: the basis now exists

Considerable efforts have been made in the area of IT. It is clear that progress has been made in both the reporting and monitoring of projects and in their management and integration into the enterprise architecture. The previous practice of initiating a project for every adjustment to an application has been abandoned. Today, a project has to fulfil specific criteria. All other information systems development activities now go through change management, which ensures considerably greater transparency. The IT Commission (ITCom) has been assigned more responsibility. There is a lot of catching up to do with regard to the contractual provisions between the SI and their service procurers. Customer satisfaction must be improved systematically and the IT strategy must be adjusted to the new circumstances.

Procurement has been completely reorganised. The central procurement office, which reports to the deputy director, works closely with the divisions and financial services to ensure that procurements comply with the law. The directives on CCO procurement and the process introduced for this give the managers the necessary authority. In this way, the contracts of the SI external staff, who have been reduced in number to a minimum, are now correct.

Effective management of absenteeism, business continuation to be documented

In the personnel area, the CCO's management of absenteeism is convincing and is managed professionally. The 2014 personnel survey resulted in measures at the executive management level to improve the situation. In addition, the personnel security screening requested by the SFAO has

¹ „Prüfung der Informatik, Führung und Betrieb (Integration des Lösungszentrums BIT Genf)“, PA 14504.



been performed. The departure process that was previously non-existent was developed and has recently come into force.

In business continuity management, the risks have been mapped in a process-oriented manner. This is just the beginning; all further groundwork should be completed by the end of 2016. In particular, the operational risks should also be reflected in the information security and data protection (ISDP) plan, which is not systematically the case currently. The monitoring of protected objects must be improved significantly.

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