Area of Concern	Finding	Actions	Improvement	Status
1. Financial Application Access Management – Authority	The Town should: Establish a formal periodic process to review user access, ensuring that access levels align with current roles and responsibilities. Implement comprehensive access controls, including systematic termination procedures, regular reviews of user accounts, and clear management of system/generic accounts to enhance financial application access management.	Review of all current roles and responsibilities across the Town. Creation of a register of all positions within the Town, documenting the base level access rights for the position. Creation of a process document for the creation, change and termination of a user of the system. List of all system/generic accounts and their purpose.	Governance improvement through: - Clear list of required financial system access for each position within the Town. (March 2026) Clear documentation of system/generic accounts and their purpose. (March 2026) Documented process for the creation of a new user. (May 2026) Documented process for changes to a users access rights. Documented process for the termination of a user. (December 2025)	Completed. Completed. Completed. In progress. Completed.
2. Network Access Management	The Town should: Enhance access management processes, ensuring timely termination, accurate user listings, documented system accounts and periodic dormant account reviews.	Creation of termination process. Create list of all system / generic accounts and document their purpose. Create process to maintain a comprehensive list of all authorised users, including labour hire, students, work experience etc. Create process for the regular review of authorised users. Create process for the regular review of dormant accounts.	Governance Improvement through: - Documented off-boarding process (December 2025) Clear documentation of system/generic accounts and their purpose. (March 2026) Comprehensive list of all authorised users of the Towns IT systems. Documented process for the regular review of authorised users. Documented process for the regular review of dormant accounts. (June 2026)	Completed. Completed. In progress. In progress. Completed.
3. Change Management	The Town should: Establish a change management procedure that ensures changes are recorded, approved, contain roll-back plans, and that emergency changes are reviewed in a timely manner.	Creation of change management process.	Governance improvement through:- Documented change management process (April 2026) Documentation workflow embedded in HelpDesk application (June 2026)	Completed. Completed.
4. Governance & Strategy Management	The Town should: Develop and implement a patch management procedure defining system patching requirements such as responsibilities, testing and schedules. Establish a comprehensive change management policy outlining procedures for requesting, approving, testing, and implementing changes. The policy should include risk assessments and rollback plans. Develop and implement a user access management procedure defining the process for granting, modifying, and revoking user access. Formally document and enforce a comprehensive password policy that aligns with industry best practices, covering factors like length, complexity, and regular updates. Clearly define roles and responsibilities for IT personnel. Document these in a Roles and Responsibilities document and ensure that roles are effectively communicated and understood across the IT team. Develop a robust IT governance framework that aligns the IT strategy with organisational goals. Define decision-making processes, requirements for executive approval for IT initiatives, risk management, and performance measurement. Review, approve, and endorse the Cybersecurity Testing and Security Measures document.	Creation of a patch management process. Creation of a change management process. Creation of a process document for the creation, change and termination of a user of the system. Creation of a password practice. Creation of an IT Steering Group.	Governance improvement through:- Documented patch management process (December 2025) Documented change management process (April 2026) Documented process for creation and termination of a user (various) Documented process for modifying user access. Documented password practice (March 2026) Creation of an IT Steering Group (June 2026)	Completed Completed Completed. In progress. Completed. Completed.
5.Network Event Investigation & Remediation	The Town should: Establish formalised incident management procedures to ensure that all incidents and service requests are appropriately and consistently investigated and remediated.	Creation of an incident management process. Ensure escalation process includes CFO and CEO. Documented investigations and remediation process.	Better cybersecurity response through: - Documented incident management process (March 2025) Updated escalation path in incident management process (May 2026) Documented investigations and remediation actions.	Completed. Completed. In progress.
6. Business Continuity	The Town should: Ensure that critical systems are backed up regularly and that testing of those backups are carried out to ensure that the integrity and compatibility of data is retained throughout backup and restore processes. Ensure that DR testing is performed on a regular basis. These tests should be used to confirm that key IT systems and services can be restored or recovered within the required timeframes. The results of these tests should be recorded, and relevant actions taken to improve the plan where necessary.	Creation of documentation that details: - The systems being backed up The schedule of the back-ups Details of restore tests	Better IT hygene through: - Detailed documentation of backed-up systems (June 2026) Documentation regarding DR testing (June 2026)	Completed. Completed.
7. Risk Management Framework	The Town should: Define, document, and implement a risk management framework that outlines key risk management processes and requirements of the organisation.	Creation of risk management processes to create and maintain strategic and operational risks pertinent to the Information Technology function.	Better risk management through:- The creation and maintenance of a strategic IT risk register (June 2025) The creation and maintenance of an operational IT risk register (May 2026)	Completed. Completed.
8. Batch Processing	The Town should: Configure automated alerts to trigger in the case of automated workflow failures. Ensure that a process is created and effectively implemented to investigate and action alerts in a timely manner.	Whilst the process in question is no longer in use, recent investigations have indicated that there may be other, similar processes that should be documented and alerts created if possible.	Timely advice of process failure through:- The documentation of batch processes updating Town systems. The creation of a process to ensure investigation and remediation of any issues.	In progress. In progress.