

Scheduled Work Internal Audit Plan 2016-17

Project and Rationale	Planned Days	Current Stage	Proposed Timing	Assurance Rating	Recommendations			
					Total Red	Total Amber	Total Green	Total
<u>Major Incident, Security and Safety</u> This is a key risk area and the audit review will evaluate whether the controls in place are operating effectively.	15	Planning	Q1	-	-	-	-	-
<u>Car Parking System</u> A new system was introduced in summer 2015 and this audit review will evaluate whether appropriate key controls have been implemented.	10	Planning	Q2	-	-	-	-	-
<u>Catering</u> An examination of arrangements for management of the catering contract to ensure that services are delivered as per requirements and that appropriate financial monitoring controls are in place.	10	Planning	Q2	-	-	-	-	-

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<u>Customer Experience</u> This is a strategic goal to enable delivery of a great experience to Barbican Centre Visitors. The audit review will examine arrangements to ensure delivery of the supporting work strand: 'a seamless, real-time and consistently high standard customer experience across all touch points and channels, digital and physical. There will be a focus on data management related to customer satisfaction.	10	Not started	Q4	-	-	-	-	-
TOTAL	45							