

## Scheduled Work Internal Audit Plan 2016-17

Project and Rationale	Planned Days	Current Stage	Assurance Rating	Recommendations			
				Total Red	Total Amber	Total Green	Total
<u>Major Incident Plan</u> This is a key risk area and the audit examined the Major Incident, Security and Safety arrangements for the Centre as documented within the Major Incident Plan.	15	Complete	Substantial (Green)	-	-	1	1
<u>Car Parking System</u> A new system was introduced in summer 2015 and this audit review has evaluated whether appropriate key controls have been implemented.	10	Complete	Substantial (Green)	-	1	2	3
<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	Complete	Moderate (Amber)	-	3	2	5

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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	Deferred to 2017-18	-	-	-	-	-
<b>TOTAL</b>	<b>45</b>			<b>0</b>	<b>4</b>	<b>5</b>	<b>9</b>