

Schedule of Barbican Centre Live High Priority Recommendations as at mid-June 2021

Recommendation Area	Priority	Status	Original Target Date	Revised Target Date	Comment
<p><u>1. IT Projects (MK 3150)</u></p> <p>In rolling out the use of Project Initiation Forms for non-strategic IT projects:</p> <ul style="list-style-type: none"> • Consideration should be given to the development of guidance to aid PIF completion, including identification of mandatory content. • Project documentation should contain a clear line of sight between project objectives and the related strategic goals, facilitating evaluation of delivery. 	Amber	Overdue	31/01/2020	31/01/2021	Internal Audit Comment: Partially Implemented. Overdue against revised target date. Implementation evidence required in order to close this down.
<p><u>2. Security (MK 3599)</u></p> <p>The Director of Operations and Buildings should:</p> <ul style="list-style-type: none"> • Introduce a set of performance measures to measure the effectiveness of the Barbican Centre's security arrangements. • Determine appropriate governance arrangements for monitoring and managing performance in relation to the measures. 	Amber	Due	30/04/2021	N/A	Internal Audit Comment: Formal follow-up is in progress. Implementation evidence is awaited.
<p><u>3. Security (MK 3602)</u></p> <p>The Director of Operations and Buildings should enhance monitoring arrangements to ensure that the City's Corporate Security Incident Tracker is fully populated in relation to the security incidents occurring at the Barbican Centre.</p>	Amber	Due	30/04/2021	N/A	

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<p><u>4. Security (MK 3604)</u> The Director of Operations and Buildings should liaise with the City Surveyor's department to instigate contractual remedies to address the performance issues raised.</p>	Amber	Due	30/04/2021	N/A	
<p><u>5. Facilities Management & Maintenance (MK 3649)</u> The Principal should ensure that the Guildhall School's Management Information Dashboard is presented to Members of the School's Executive Board, on a quarterly basis.</p>	Amber	Not Yet Due	30/06/2021	N/A	Internal Audit Comment: Formal follow-up to be carried out in October 2021.
<p><u>6. Facilities Management & Maintenance (MK 3650)</u> The Head of Engineering Projects should determine appropriate productivity targets and wider performance measures for the Engineering Team and implement a framework for monitoring performance accordingly, in order to drive the necessary improvements in performance.</p>	Amber	Not Yet Due	30/09/2021	N/A	
<p><u>7. Facilities Management & Maintenance (MK 3652)</u> The Head of Engineering and Projects should ensure that the accuracy and completeness of Programmed Maintenance tasks within the Micad and Agility systems are periodically verified.</p>	Amber	Due	31/05/2021	N/A	
<p><u>8. Facilities Management & Maintenance (MK 3653)</u> The Head of Engineering and Projects should ensure that Skanska's performance in completing Programmed Maintenance tasks is regularly monitored, to ensure Skanska are delivering in accordance with contractual requirements.</p>	Amber	Not Yet Due	15/07/2021	N/A	

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<u>9. Facilities Management & Maintenance (MK3656)</u> The Head of Engineering and Projects should implement a framework for monitoring the quality of Programmed Maintenance, completed by both Skanska and the Engineering Team.	Amber	Not Yet Due	15/07/2021	N/A	
<u>10. Facilities Management & Maintenance (MK 3657)</u> The Head of Engineering and Projects should ensure that the completeness of the Asbestos Register is subject to regular verification.	Amber	Not Yet Due	31/07/2021	N/A	
<u>11. Facilities Management & Maintenance (MK 3660)</u> The Head of Engineering and Projects should ensure that all water management tasks are set out within the Programmed Maintenance Schedules.	Amber	Due	31/05/2021	N/A	
<u>12. Facilities Management & Maintenance (MK 3661)</u> The Head of Engineering and Projects should implement an appropriate action plan to ensure that all outstanding all Gas Safety, Electrical Safety and Water Management tasks are completed.	Amber	Not Yet Due	15/07/2021	N/A	
<u>13. Facilities Management & Maintenance (MK 3662)</u> The Head of Engineering and Projects should ensure that Skanska's performance in completing reactive maintenance tasks on a timely basis is regularly monitored to ensure conformance to contractual requirements.	Amber	Not Yet Due	15/07/2021	N/A	

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<u>14. Facilities Management & Maintenance (MK 3664)</u> The Head of Engineering and Projects should implement a framework for monitoring the quality of Reactive Maintenance, completed by both Skanska and the Engineering Team.	Amber	Not Yet Due	15/07/2021	N/A	
<u>15. Facilities Management & Maintenance (MK 3665)</u> The Head of Engineering and Projects should ensure that the skills analysis exercise is completed in an appropriate timeframe.	Amber	Not Yet Due	30/09/2021	N/A	
<u>16. Facilities Management & Maintenance (MK 3666)</u> The Head of Engineering and projects should enhance monitoring arrangements to ensure that quoted works are subject to approval prior to works being initiated.	Amber	Due	31/05/2021	N/A	
<u>17. Facilities Management & Maintenance (MK 3667)</u> The Head of Engineering and Projects should implement arrangements for verifying the accuracy of reactive maintenance tasks recorded as 'completed' in Micad.	Amber	Due	31/05/2021	N/A	
<u>18. Ticketing System (MK 3741)</u> a) Administration accounts should be limited and controlled and existing accounts should be regularly reviewed to ensure they are still required or removed where they are superfluous to requirements. b) A regular exercise should be undertaken to review and remove any unnecessary accounts with a record maintained to demonstrate the practice performed for on-going assurance of proper management of administration accounts.	Amber	Not Yet Due	31/07/2021	N/A	<u>Internal Audit Comment:</u> Formal follow-up to be carried out in January 2022.

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<p><u>19. Ticketing System (MK 3747)</u> Controls should be strengthened to reduce the risk of unauthorised system access, either through Single Sign-On (SSO) or increased Spektrix password controls.</p>	Amber	Not Yet Due	31/12/2021	N/A	
<p><u>20. Ticketing System (MK 3770)</u> The Head of Systems and Data should undertake an exercise with key users to review the deliverables in the tender document to establish the latest position, determine what has been delivered and what is still needed to be implemented to support delivery of departmental and corporate objectives.</p>	Amber	Not Yet Due	30/09/2021	N/A	
<p><u>21. Ticketing System (MK 3771)</u> Barbican management should request formal reports on performance against SLA targets and undertake regular service performance review meetings to ensure that: targets are being met, issues are identified at the earliest opportunity, and appropriate action is taken on a timely basis.</p>	Amber	Not Yet Due	30/09/2021	N/A	
<p><u>22. Ticketing System (MK 3774)</u> System and / or management controls over refunds should be applied as soon as practicable to minimise the risk of fraud and error. Where refund restrictions have been lifted, there should be regular review of available management information.</p>	Amber	Not Yet Due	30/09/2021	N/A	