



Digital controls review of Social Media

Committee Audit and Standards

Date of meeting 9 February 2018

Date of report 26 January 2018

Report by Assistant Chief Executive (Business Support)

1. Object of report

To advise the committee on the findings of a digital controls review of Social Media. This engagement is included in the annual Internal Audit plan for 2017/18.

2. Background

SPT communicates internally and externally using a range of traditional and electronic mediums. Social Media usage has and continues to grow as does stakeholders' expectations for information.

SPT has a wide ranging virtual presence utilising seven Social Media tools (i.e. Facebook, LinkedIn and Twitter accounts), a website and intranet site to support corporate and operational communications.

The objective of this engagement was to identify, assess and evaluate the current policy and procedures in place for Social Media monitoring and reporting.

This engagement tested elements of the internal controls and mitigation against SPT 21: Adverse publicity and SPT 22: Governance arrangements, as identified in the corporate risk register.

3. Outline of findings

Social Media awareness refresher training was provided to SPT staff during July 2017.

No elected or appointed members or the Strategy Group have editorial access to SPT's Social Media account(s).

The engagement identified a requirement to review the Social Media strategy and related Digital procedures.

Engagement testing also identified a requirement to maintain a record of Social Media incidents/breaches.

There are areas for improvement, and these areas have been addressed by four audit recommendations. Digital management have agreed to implement these recommendations, which are currently being actioned.

4. Conclusions

The Audit and Assurance team has undertaken a digital controls review of Social Media. Four recommendations have been agreed from this engagement.

Key controls exist and are applied consistently and effectively in the majority of areas tested in this engagement.

Reasonable assurance can be taken from the controls in place for the areas covered in this engagement.

5. Committee action

The committee is asked to note the contents of this report and agree that the Audit and Assurance Manager submits a follow-up report on the implementation of the recommendations to a future meeting.

6. Consequences

Policy consequences	<i>None</i>
Legal consequences	<i>None</i>
Financial consequences	<i>None</i>
Personnel consequences	<i>None</i>
Social Inclusion consequences	<i>None</i>
Risk consequences	<i>As detailed in the report</i>

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