

TCA's Experience in e-Gov Audit



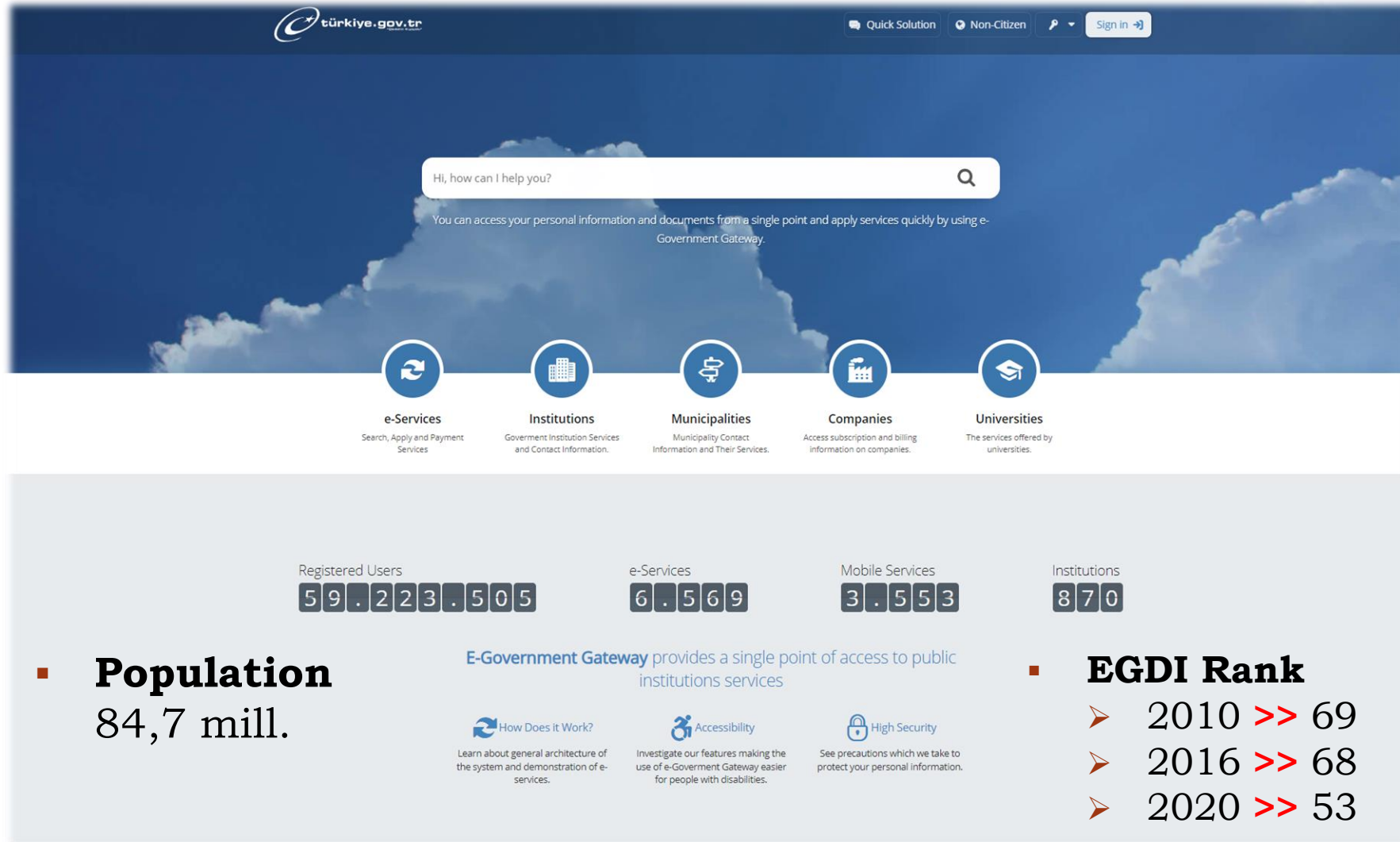
İhsan ÇULHACI
Principal Auditor
Turkish Court of Accounts - TCA

Outline

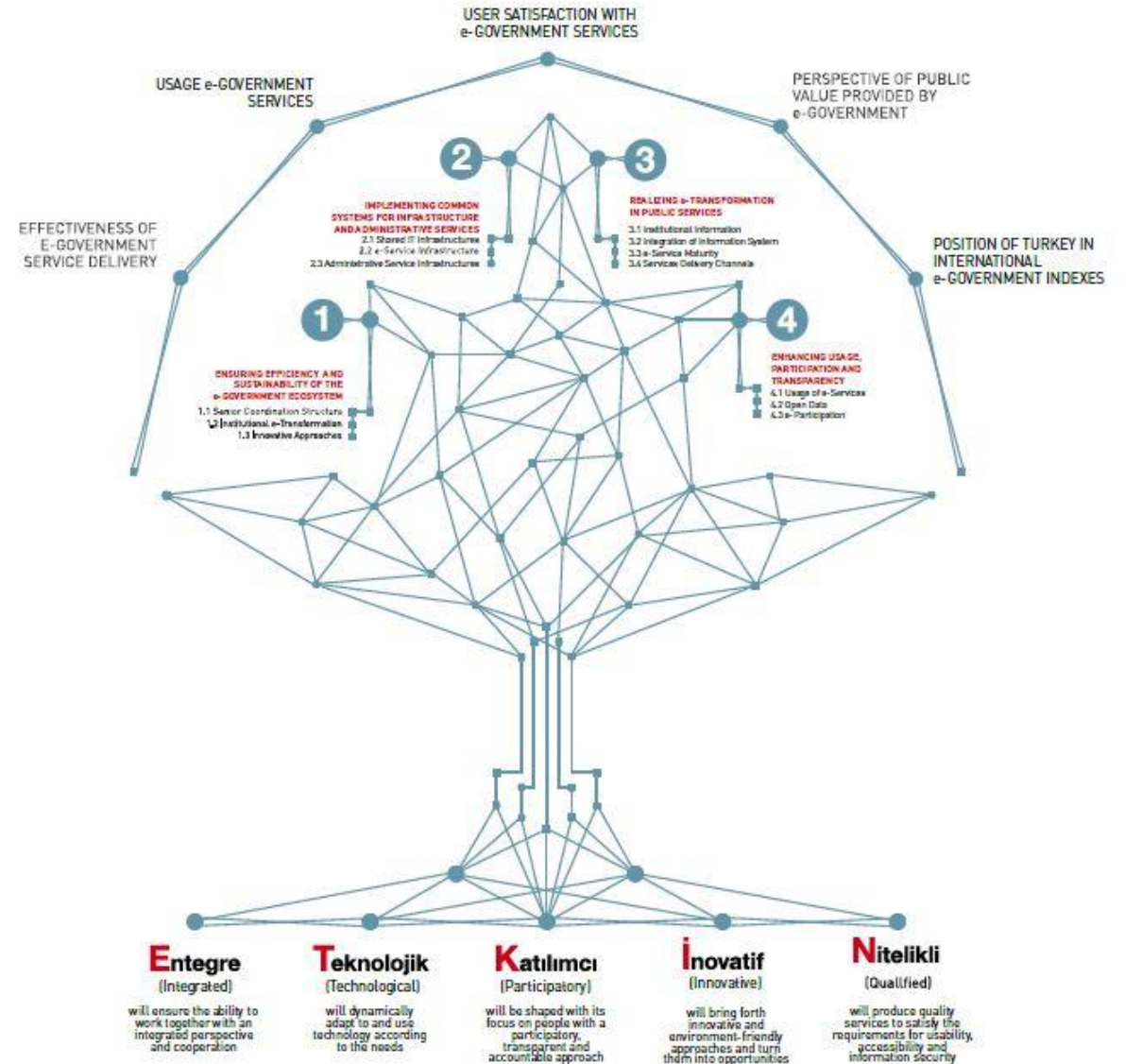
- e-Government in Turkey
- Audit of e-Government Projects
- Findings
- Recommendations
- Challenges



At a Glance



National e-Government Strategy



- **Growing number** of e-Government projects



National e-Government Strategy



- Decision making failures
- Requirements not described with sufficient clarity
- Poor change management
- Poor risk management
- Information security requirements neglected
- Roles and responsibilities not defined clearly
- Lack of qualified staff
- Communication failures with stakeholders & suppliers

➤ **Low success rate** in e-Government projects



National e-Government Strategy



- e-Government projects not audited systematically
- IT audits contribute to success of e-Government projects



➤ **Efficient and generalized audit of e-Government projects**



National e-Government Strategy



- **Action 1.2.2:** Ensuring efficiency of audit for e-government projects in public sector

Responsible Entity: Turkish Court of Accounts



Audit of e-Government Projects



Examination and evaluation of
internal controls necessary for
successful completion of e-Government projects
within efficiency, effectiveness, confidentiality, integrity, availability,
reliability and compliance criteria



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 - information security requirements
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Audit of e-Government Projects



- By IT auditors
- Stand-alone
- On important/critical e-Government projects



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e-Gov Audits



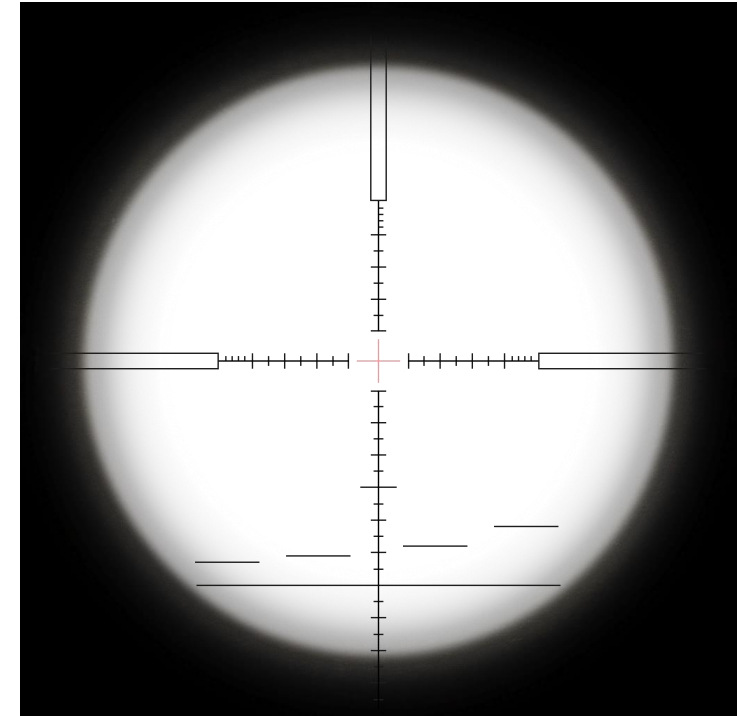
- e-Nabız (Ministry of Health)
- Göç-Net (Directorate General of Migration Management)
- Bel-BİS (Union of Municipalities of Turkey)
- SPAS (Social Security Institution)
- e-Belediye (Çankaya Municipality)
- BİLGE (Ministry of Trade)



Audit Scope



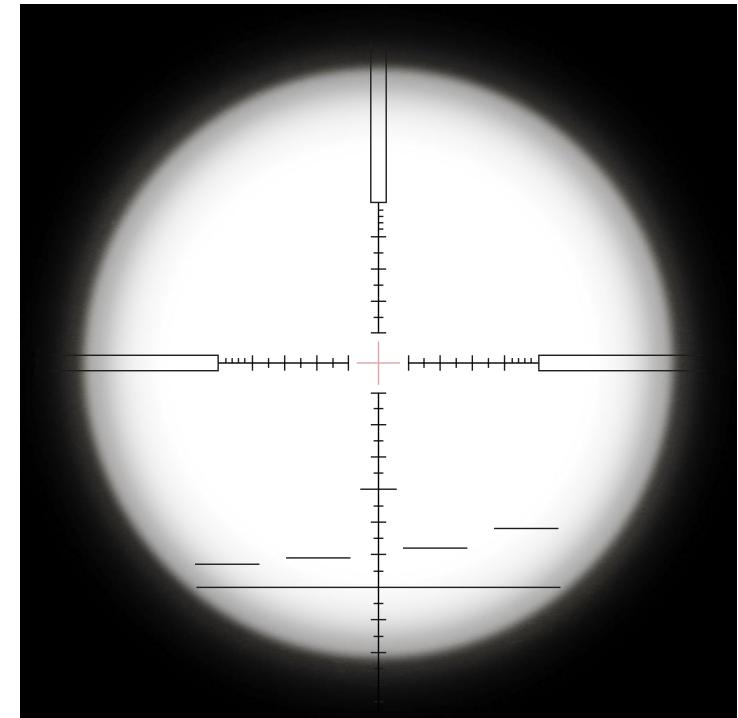
- Corporate IT environment
- Technical tests on information security
(network, servers, operating systems, databases, web and mobile structures)
 - Use the Work of Experts
- Project
- System/Application



Audit Scope



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Findings

- Deficiencies in IT **strategic** management
- Deficiencies in IT **risk** management
- Lack of necessary **analysis** and evaluations
 - **Inter-operability** problems
 - Investing in **duplicate** systems



Findings

- Weaknesses in **project management**
 - Scope creep
 - Unrealistic schedule
 - Poor communication among stakeholders
- Auditees **not involved** in project management
 - Losing business **knowledge** and **ownership** of business process



Findings

- Problems in managing user **privileges** and remote access **rights**
- Information security **vulnerabilities**
- **Disruptions** and **delays** in fixing information security vulnerabilities
- Deficiencies in **BCDR**



Recommendations



- **Regulative** and **supervisory** body
 - Digital Transformation Office
- **Nationwide framework** for information security
 - Information and Communication Security Guide
- Strengthening **internal audit** capacity in e-Gov
 - Internal Audit Coordination Board >> Directives / Trainings



Challenges



- Contributing **timely**
 - Declaring urgent/critical vulnerabilities
 - Establishing communication/monitoring mechanisms
- Reporting **confidential** information / information security risks
 - GUID 5100/7.3
- Use of **technical jargon**
 - GUID 5100/7.2
 - Attaching expert reports



