Internal Audit of SCOPE IT General and Application Controls – Executive Summary

Office of the Inspector General
Internal Audit Report AR/17/18

WFP

World Food Programme

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I. Executive Summary

Introduction and context

1.   As part of its annual work plan, the Office of Internal Audit conducted an audit of SCOPE information technology general and application controls. The audit covered the period from 1 July 2016 to 30 June 2017, and looked at events prior and subsequent to this period, as required. The audit team conducted the fieldwork from 28 August to 22 September 2017 at WFP headquarters in Rome. The audit was conducted in conformance with the *International Standards for the Professional Practice of Internal Auditing*.

2.   SCOPE is a cloud-based, in-house developed digital solution used to manage WFP's beneficiary identity and benefits through back and front office functionalities. SCOPE is used to register and manage the identities and data of WFP beneficiaries; set targeting criteria and manage beneficiary entitlements; to issue instructions to WFP personnel and partners on delivery of assistance; and to receive data on the transfers reaching beneficiaries and the types and quantities of items redeemed and purchased. WFP is in the process of deploying SCOPE across its field operations; at the time of the audit the platform was at various stages of deployment in 61 of the 85 countries in which WFP has a presence.

Audit conclusions and key results

3.   Recognizing the strategic and operational importance of robust beneficiary information management and identity management systems, and to enable cash-based transfer modalities, WFP has developed SCOPE to strengthen related processes and controls. At the time of the audit more than 24 million beneficiaries had been registered in SCOPE as part of the standardization of beneficiary information management across WFP. Whilst approximately 70 percent of WFP's beneficiary data was still stored and managed outside of SCOPE in various legacy systems, the transition to SCOPE substantially increases WFP's ability to provide assurance that beneficiary data is protected, remains private, and maintains its integrity.

4.   The audit observed that SCOPE application controls (including input, processing, output, boundary and audit trail controls) were, with a few exceptions, effective in their design and operation. With regard to information technology general controls it was observed that governance, development and change management, and infrastructure and network security and operation controls were appropriately designed and functioning.

5.   The audit noted that certain controls relating to aspects of user and roles management required strengthening. The audit noted that management has already implemented actions related to several issues identified during the audit, and is proactively addressing others.

6.   Based on the results of the audit, the Office of Internal Audit has come to an overall conclusion of ***partially satisfactory/some improvement needed***. Conclusions are summarized in Table 1 according to internal control component:

Table 1: Summary of risks by internal control component

Internal control component	Risk	
1. Control environment	Low	🟩
2. Risk assessment	Medium	🟨
3. Control activities	High	🟥
4. Information and communication	Low	🟩
5. Monitoring activities	Medium	🟨

7. The audit report contains two high-risk observations and five medium-risk observations. The high-risk observations are in the areas of user and roles management.

Actions agreed

8. Management has agreed to address the reported observations and is working to implement the agreed actions by their respective due dates.

9. The Office of Internal Audit would like to thank managers and staff for their assistance and cooperation during the audit.

Kiko Harvey
Inspector General