



Ict Audit Checklist

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ICT Governance

- ☐ ICT strategy aligned with business objectives
- ☐ Governance structure defined
- ☐ Policies and procedures documented
- ☐ Roles and responsibilities clear
- ☐ Decision-making processes established
- ☐ Performance metrics defined
- ☐ Risk management framework implemented
- ☐ Compliance framework active
- ☐ Investment management process
- ☐ Benefits realization tracking
- ☐ Stakeholder engagement effective
- ☐ Continuous improvement practiced

Infrastructure Management

- ☐ Network architecture documented
- ☐ System architecture current
- ☐ Capacity planning performed
- ☐ Performance monitoring active
- ☐ Availability targets met
- ☐ Scalability assessed
- ☐ Redundancy implemented
- ☐ Technology standards defined
- ☐ Asset inventory complete
- ☐ Configuration management enforced
- ☐ Change control procedures followed
- ☐ Documentation maintained

Communications Systems

- ☐ Voice systems operational
- ☐ Video conferencing available
- ☐ Instant messaging secured
- ☐ Email systems reliable
- ☐ Collaboration tools effective
- ☐ Mobile communications managed
- ☐ Unified communications integrated
- ☐ Contact center functioning

- ☐ Emergency communications ready
- ☐ Broadcasting systems operational
- ☐ Social media platforms managed
- ☐ External communications controlled

Data & Information Management

- ☐ Data governance framework established
- ☐ Information architecture defined
- ☐ Data quality monitored
- ☐ Master data managed
- ☐ Data integration controlled
- ☐ Analytics capabilities deployed
- ☐ Reporting systems effective
- ☐ Data privacy protected
- ☐ Records management compliant
- ☐ Knowledge management active
- ☐ Content management systematic
- ☐ Information security enforced

Application Systems

- ☐ Application portfolio managed
- ☐ Business requirements met
- ☐ System integration effective
- ☐ Performance acceptable
- ☐ User acceptance confirmed
- ☐ Documentation complete
- ☐ Training provided
- ☐ Support available
- ☐ Maintenance current
- ☐ Upgrades planned
- ☐ Retirement scheduled
- ☐ License compliance verified

ICT Security

- ☐ Security framework implemented
- ☐ Access controls enforced
- ☐ Identity management active
- ☐ Network security layered
- ☐ Endpoint protection deployed
- ☐ Data protection enforced
- ☐ Application security tested
- ☐ Physical security adequate
- ☐ Incident response ready
- ☐ Security monitoring continuous
- ☐ Vulnerability management active

- ☐ Security awareness ongoing

Service Delivery

- ☐ Service catalog defined
- ☐ SLAs established and monitored
- ☐ Service desk operational
- ☐ Incident management effective
- ☐ Problem management mature
- ☐ Request fulfillment efficient
- ☐ User satisfaction measured
- ☐ Service reporting regular
- ☐ Continuous improvement active
- ☐ Knowledge base maintained
- ☐ Self-service options available
- ☐ Multi-channel support offered

Business Continuity

- ☐ Business impact analysis current
- ☐ Recovery strategies defined
- ☐ Disaster recovery plans tested
- ☐ Backup systems verified
- ☐ Alternate sites prepared
- ☐ Communication plans ready
- ☐ Crisis management procedures
- ☐ Recovery time objectives met
- ☐ Recovery point objectives achieved
- ☐ Testing schedule maintained
- ☐ Lessons learned captured
- ☐ Improvements implemented

Project & Change Management

- ☐ Project governance established
- ☐ Portfolio management active
- ☐ Methodologies standardized
- ☐ Resource management effective
- ☐ Risk management practiced
- ☐ Quality assurance performed
- ☐ Change management controlled
- ☐ Release management planned
- ☐ Testing comprehensive
- ☐ Documentation complete
- ☐ Benefits tracked
- ☐ Lessons learned documented

Vendor & Contract Management

- ☐ Vendor inventory maintained
- ☐ Contracts documented
- ☐ Performance monitored
- ☐ SLAs tracked
- ☐ Risks assessed
- ☐ Compliance verified
- ☐ Relationships managed
- ☐ Issues resolved promptly
- ☐ Value optimization pursued
- ☐ Knowledge transfer planned
- ☐ Exit strategies defined
- ☐ Succession planning considered

Compliance & Standards

- ☐ Regulatory requirements identified
- ☐ Industry standards adopted
- ☐ Compliance monitoring active
- ☐ Audit program established
- ☐ Findings tracked to closure
- ☐ Certifications maintained
- ☐ Policies enforced
- ☐ Training documented
- ☐ Evidence retained
- ☐ Reports submitted timely
- ☐ Improvements implemented
- ☐ Best practices followed

Performance & Optimization

- ☐ KPIs defined and monitored
- ☐ Benchmarking performed
- ☐ Capacity utilization optimized
- ☐ Cost management effective
- ☐ Energy efficiency pursued
- ☐ Process improvement active
- ☐ Automation implemented
- ☐ Innovation encouraged
- ☐ User feedback collected
- ☐ Service improvements made
- ☐ Technology refreshed regularly
- ☐ Value demonstrated

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