

FINANCIAL YEAR	2021/2022
Municipality Name	Greater Tzaneen
Audit Opinion	UNQUALIFIED

Reporting Period 2021/2022 AUDIT ACTION PLAN

NO	Audit Findings	Category of Finding	Finding Status	Root Cause	Action Plan Description	Start Date	Completion Date	Position	Progress	Probability	Narrative to Progress
1	Inconsistencies in the compliance requirements and assessment of capability and capacity of the bidder	SCM		Management did not exercise oversight responsibility regarding compliance and related internal controls.	The specifications compiled by the BSC and approved by the Accounting Officer will be drafted in a manner to allow the evaluation and adjudication committees to assess a bidders capacity and capability to provide the required goods/services. The criteria will be clearly defined and will be drafted in an unbiased manner to allow all bidders to offer their goods or services. BSC members will be trained on drafting of bid specifications that comply with the requirements of the SCM Policy.	10-Oct-22	In progress	Manager SCM			Yes
2	Bid specifications were drafted in a manner which did not allow all potential suppliers to offer their services	SCM		Management did not exercise oversight responsibility regarding compliance and related internal controls.	Management will strengthen review of compliance with the applicable legislation; to this effect, supply chain management committees will have the necessary skills and experience to duly execute their duties. BSC members will be trained on drafting of bid specifications that comply with the requirements of the SCM Policy.	10-Oct-22	In progress	Manager SCM			Yes
3	The criteria applied in evaluating and adjudicating the bids are not the same as those indicated in the bid documentations	SCM		Management did not exercise oversight responsibility regarding compliance and related internal controls.	Management will ensure: Fairness and transparency throughout the evaluating and adjudicating processes, Adherence to SCM prescripts in all stages of the procurement process, Expenditure incurred since inception of the contract is disclosed as irregular expenditure, Investigation of the irregular expenditure incurred and appropriate action instituted against officials responsible. and provide training to committees regarding applicable legislative framework, where control deficiencies have been identified.	10-Oct-22	In progress	Manager SCM			Yes
4	Deviations approved after procurement had started	SCM		The Accounting Officer did not review and monitor the compliance with applicable laws and regulations.	The Accounting Officer will improve the control environment for the prevention and detection of non-compliance with laws and regulations to ensure that: The SCM prescripts will be fully complied with during the procurement process	Oct-22	In progress	Manager SCM			Yes

5	Deviations not justified	SCM		The Accounting Officer did not review and monitor compliance with applicable laws and regulations. The municipality did not have sufficient monitoring controls to ensure the adherence to the internal policies and procedures for procurement and supply chain management.	The Accounting Officer will improve the control environment for the prevention and detection of non-compliance with laws and regulations to ensure that: The SCM prescripts will be fully complied with during the procurement process. Deviations will only be approved for emergency matters that are properly justified.	10-Oct-22	In progress	Manager SCM			Yes
6	SCM - Deviations without urgency	SCM		The Accounting Officer did not review and monitor compliance with applicable laws and regulations. The municipality did not have sufficient monitoring controls to ensure the adherence to the internal policies and procedures for procurement and supply chain management.	The Accounting Officer will improve the control environment for the prevention and detection of non-compliance with laws and regulations to ensure that: The SCM prescripts will be fully complied with during the procurement process. Deviations will only be approved for emergency matters that are properly justified.	10-Oct-22	In progress	Manager SCM			Yes
7	Bids not advertised for minimum number of days	SCM		The Accounting officer did not ensure that bids are advertised for a minimum required number of days as stipulated in the SCM regulations.	The Accounting officer will ensure that bids are advertised for a minimum required number of days as stipulated in the SCM regulations.	2022/01/11	30-May-23	Manager SCM			Yes
8	Request for quotations does not specify minimum threshold for local content	SCM		The Accounting officer did not ensure that advert for bids/quotation for designated sector stipulates the minimum threshold for local content.	The Accounting officer will ensure that advert for bids/quotation for designated sector stipulates the minimum threshold for local content.	11-Jan-22	30-May-23	Manager SCM			Yes
9	Suppliers in service of the state – MBD 4 declaration not submitted	SCM		The Accounting Officer did not review and monitor compliance with applicable laws and regulations. The municipality did not have sufficient monitoring controls to ensure the adherence to the internal policies and procedures for procurement and supply chain management.	The Accounting Officer will improve the control environment for the prevention and detection of non-compliance with laws and regulations to ensure that: The SCM prescripts will be fully complied with during the procurement process.	10-Oct-22	In progress	Manager SCM			Yes
10	Suppliers in service of the state – MBD 4 submitted but no declaration of state employment	SCM		The Accounting Officer did not review and monitor compliance with applicable laws and regulations. The municipality did not have sufficient monitoring controls to ensure the adherence to the internal policies and procedures for procurement and supply chain management.	The Accounting Officer will improve the control environment for the prevention and detection of non-compliance with laws and regulations to ensure that: The SCM prescripts will be fully complied with during the procurement process.	2022/10/10	In progress	Manager SCM			Yes
11	Interest – Family members and business partners	SCM		The Accounting Officer did not review and monitor compliance with applicable laws and regulations. The municipality did not have sufficient monitoring controls to ensure the adherence to the internal policies and procedures for procurement and supply chain management.	The Accounting Officer will improve the control environment for the prevention and detection of non-compliance with laws and regulations to ensure that: The SCM prescripts will be fully complied with during the procurement process.	10-Oct-22	In progress	Manager SCM			Yes

12	Fruitless expenditure incurred/financial loss	Finance		The accounting officer did not exercise his oversight responsibility regarding financial, performance reporting, compliance, and related internal controls. The accounting officer did not review and monitor compliance with applicable laws and regulations.	The accounting officer will monitor the overdue accounts and ensure that payments are made timeously to prevent fruitless and wasteful expenditure as a result of the interest charged on overdue accounts.	30-Nov-22	30-Jun-23	Manager Expenditure			Yes
13	Expenditure : Overpayment of invoices on bulk purchases	Finance		The accounting officer did not exercise his oversight responsibility regarding financial and performance reporting and compliance and related internal controls. Inadequate follow ups were made with Eskom to clear the differences as the matter has remained unresolved for a prolonged period of time.	The accounting officer will effectively monitor the disputes between the municipality and Eskom to ensure that differences are resolved within a reasonable time to avoiding overpayment of invoices and overstatement of expenditure in the financial statements			Director Electrical Engineering			
14	Fruitless expenditure – Advertising costs	Finance		The accounting officer did not exercise his oversight responsibility regarding financial, performance reporting, compliance, and related internal controls. The accounting officer did not review and monitor compliance with applicable laws and regulations.	The accounting officer will ensure that proper internal processes are followed before a decision to advertise posts are taken to avoid cancellation of advert as this attracts unnecessary fruitless expenditure. Fruitless expenditure amount will be disclosed in the financial statements	2022/10.28		Director PED			
15	Financial loss/ Fruitless expenditure - settlements	Finance		The accounting officer did not exercise an oversight responsibility regarding the prevention of incurrance of fruitless expenditure.	The accounting officer will disclose the expenditure incurred as fruitless expenditure and also ensure that such losses are avoided in the future. All legal fees relating to the case will be accumulated and disclosed as part of the legal fees as the case could have been avoided.	30-Nov-22	30-Jun-23	CFO			Yes
16	Legal fees – Labour relations matter	Finance		The accounting officer did not exercise an oversight responsibility regarding the prevention of incurrance of fruitless expenditure.	.The Municipality will deal with internal labour relations matters in line with the Labour relations Disiplinary Code of the municipality	01 12 2022	30-Jun-23	Director Corporate Services			
17	Expenditure : Fleet management	Finance		The accounting officer did not review and monitor compliance with applicable laws and regulations. The accounting officer did not ensure that vehicles that are written off and no longer operation are removed from the ABSA fleet management register.	The accounting officer will ensure that all vehicles that are damaged and not operational are removed from the list of ABSA fleet management register. The cause paying for fuel on non-operational and written off vehicles will be established. Fruitless expenditure will be disclosed in the financial statements and the financial loss must be recovered from the responsible parties.	30-Nov-22	30-Jun-23	Manager Expenditure			Yes
18	Incorrect classification expenditure and irregular expenditure – Mulati access road	Finance		The accounting officer did not exercise an oversight responsibility regarding the prevention of incurrance of irregular expenditure	The accounting officer will exercise all reasonable care to prevent irregular and fruitless expenditure and will for this purpose implement effective, efficient and transparent processes of financial management and compliance.	30-Nov-22	30-Jun-23	Manager Expenditure			Yes
19	Incorrect classification expenditure and irregular expenditure –Codesa to Hani Street	Finance		The accounting officer did not exercise an oversight responsibility regarding the prevention of incurrance of irregular expenditure	The accounting officer will exercise all reasonable care to prevent irregular and fruitless expenditure and will for this purpose implement effective, efficient and transparent processes of financial management and compliance.	30-Nov-22	30-Jun-23	Manager Expenditure			Yes

20	Acting allowance –acting allowance settlement	Finance		Management does not comply with Regulation on staff and Collective agreements prior to appointment of acting incumbent.	The accounting officer will monitor appointments of acting allowance in line with Regulation of staff and Collective agreements.	01 12 2022	30-Jun-23	Manager Human Resources		
21	Payment not made within 30 days	Finance		Accounting officer did not review and monitor compliance with applicable laws and regulation.	The Accounting officer will ensure that all payments are made within 30 days of receipt of invoice in line with section 65(2) (e) of the MFMA	30-Nov-22	On-going	Manager Expenditure		Yes
22	Expenditure :Legal fees for debt collection	Finance		The accounting officer did not exercise an oversight responsibility regarding the prevention of incurrence of fruitless expenditure.	The accounting officer will disclose the expenditure incurred on legal costs as fruitless expenditure and also ensure that such losses are avoided in the future.	08-Nov-22	30-Jun-23	Manager Revenue		
23	Action plan not fully implemented	Finance		The accounting officer did not exercise his oversight responsibility regarding compliance and related internal controls.	The accounting officer will monitor the developed action plan to ensure that all reported matters are adequately and timeously addressed, this exercise will ensure that repetition of audit findings is curbed and this will lead to improved audit outcomes.	21-Sep-22		MM		
24	Policies not reviewed	Finance		The Accounting Officer did not ensure that municipal policies are reviewed and approved annually	The accounting officer will ensure that there are systems in place to monitor policies, review and approve the policies in line with the review requirement contained in the same policy.	01 12 2022	30-Jun-23	Director Corporate Services		
25	Irregular Expenditure – Difference between amount written off per AFS and amount approved by council	Finance		The Accounting officer did not ensure that the Irregular expenditure is only disclosed in the financial statements as "written off" after approval by council and the amount disclosed is accurate.	The Accounting officer will ensure that the Irregular expenditure is only disclosed in the financial statements as "written off" after approval by council and the amount disclosed is accurate.	30-Nov-22	30-Jun-23	CFO		
26	PPE: infrastructure assets: Roads are not impaired	Finance		The Accounting officer did not ensure that an annual test of impairment was not conducted on all assets as per the requirements of GRAP.	The Accounting officer will ensure that all assets are tested for impairment on an annual basis as per the requirements of GRAP.	2022/10/26		Director Engineering Services		
27	Investment Property: Loss from fair value adjustment not recognized on a dilapidated investment property.	Finance		The accounting officer did not ensure that Investment properties are maintained in a good condition and are held for capital appreciation or to earn rental income	The accounting officer will ensure that there are proper controls that are put in place to ensure that Investment properties are repaired and maintained. Investment properties will be value at fair value, and where changes occur those changes will be considered in determining the fair value. All other investment properties that are dilapidated will be fair valued and a correct valued attached, and not only the investment property that has been included in the COMAF.	25-Oct-22	30-Jun-23	Manager Asset		
28	PPE: Stolen assets not written off	Finance		The Accounting officer did not ensure that all stolen assets are written off in the asset register.	The Accounting officer will ensure that all stolen assets are reported to Asset department and written off in the asset register.	17-Nov-22	30-Jun-23	Manager Asset		

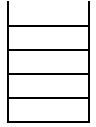
29	- Acting allowance – Differences between allowances as per payroll report and amounts as recalculated (Underpayment)	Finance		The accounting officer did not develop an acting policy and operational procedures that would ensure that there is uniformity and unanimity with regards to interpretation and application of Condition of Service with regards to acting allowances.	The Accounting officer will ensure that controls are implemented to ensure compliance with all relevant legislation and standards and develop a compliance checklist for assessing compliance with all applicable legislation and standards. The Accounting Officer will develop an Acting policy to streamline processes around acting and to ensure common understanding and interpretation of Condition of Service.	30-Nov-22	30-Jun-23	Manager Expenditure			
30	Acting allowance – Acting for longer than six months	Finance		Management appoint employees to act on position prior to approval of the Municipal Manager as per section 28 of the Regulation of Staff	The Accounting officer will ensure controls are implemented to ensure compliance with all relevant legislation and standards and develop a compliance checklist for assessing compliance with all applicable legislation and standards. The Accounting Officer will develop an Acting policy to streamline processes around acting and to ensure common understanding and interpretation of Condition of Service and Regulation of Staff	30-Jun-23		Manager Human Resources			
31	Employees outside the overtime scale remunerated overtime	Finance		The accounting officer did not ensure that municipal employees comply with the overtime policy/overtime guiding tools as approved and gazetted salary threshold determinations	The controls will be implemented to ensure compliance with all relevant legislation and standards and develop a compliance checklist for assessing compliance with all applicable legislation and standards. Employees who earn above the threshold of R 211 596-30 will only be compensated in compliance with the overtime policy and guiding tools as approved and gazetted salary threshold determinations	01 12 2022	Jun-23	Manager Human Resources			
32	Overtime hours worked not pre-approved	Finance		The accounting officer did not ensure that proper overtime control measures are implemented	The accounting officer will ensure that controls are implemented to ensure compliance with all relevant legislation and standards and develop a compliance checklist for assessing compliance with all applicable legislation and standards and Pre-approval for all overtime to be worked must be granted before employees commence with the overtime.	2022/11/08	30-Jun-23	Manager Expenditure			
33	Overtime - Excessive hours	Finance		The accounting officer did not ensure that employees comply with the overtime policy/overtime guiding tools as approved	The accounting officer will ensure that controls are implemented to ensure compliance with all relevant and applicable legislation.	01 12 2022	Jun-23	Manager Human Resources			
34	Employee-related costs – Leave days encashed exceed the maximum of eight(8) working days	Finance		The Accounting officer did not ensure that there are controls in place to ensure that there is compliance with municipal policies.	The accounting officer will ensure employees only encash a maximum of eight (8) leave days as per the leave policy. Put measures in place that will detect and prevent leave encashment of more than eight (8) days and include the amount of R25 636-32 in the fruitless and wasteful register.	30-Nov-22	30-Jun-23	Manager Expenditure			

35	- Leave management - Annual leave taken without prior approval	Finance		The Accounting Officer (AO) did not ensure that there is adherence with the leave policy in the municipality by staff.	The accounting officer will ensure annual leave is only taken after approval has been sought and granted by responsible line manager. Employees will apply for leave prior to taking the leave days and not after the annual leave process has been concluded.	14/11/2022		Manager Office of the Mayor		
36	Traffic fines: Overstatement of Revenue	Finance		Implement proper record keeping in a timely manner to ensure that complete, relevant and accurate information is accessible and available to support financial and performance reporting.	The accounting officer will ensure that all the traffic fines on the list are actual tickets that were issued and are sent to the offender for payment purpose.	30/11/2022		Manager Law and Enforcement		
37	Traffic fines: Difference between the amount on the charge book and the traffic tickets.	Finance		Prepare regular, accurate and complete financial and performance reports that are supported and evidenced by reliable information.	Fines amounts will be in line with the approved charge book to ensure accuracy of traffic fines.	2022/11/11		Manager Law and Enforcement		
38	Traffic fines Withdrawals	Finance		Implement controls over daily and monthly processing and reconciling of transactions and review and monitor compliance with applicable laws and regulations	The accounting officer will ensure that all the withdrawals have a valid reason and will improve the control environment for the prevention and detection of non-compliance with laws and regulations.	30/11/2022		Manager Law and Enforcement		
39	Understatement of interest income	Finance		Accrued amounts not recorded in the underlying records	Interest income as confirmed by the bank as accrued will be recorded in the underlying records and reported in the financial statements in line with GRAP 1	30/11/2022	30/06/2022	Manager Financial Reporting and Services		
40	Receivables: Indigents charges (Non-compliance)	Finance		Implement controls over daily and monthly processing and reconciling of transactions and Review and monitor compliance with applicable laws and regulations	The accounting officer will ensure that all indigents that are approved by council at the beginning of the year were flagged under AAPT and benefiting the basic services as indigents.	11-Nov-22	Jan-23	Manager Revenue		
41	Receivables: Indigents charges (Termination)	Finance		Management failed to implement proper record keeping in a timely manner to ensure that complete, relevant, and accurate information is accessible and available to support financial and performance reporting.	The accounting officer will ensure that all debtors that were terminated have valid reasons.	11-Nov-22	Jan-23	Manager Revenue		
42	Receivables : Duplicate billing	Finance		Management failed to implement proper record keeping in a timely manner to ensure that complete, relevant, and accurate information is accessible and available to support financial and performance reporting	The management will ensure that the issues identified above are adjusted in line with GRAP 9 and 108, and ensure that revenue and receivables are accounted for in terms of applicable standards in subsequent years.	16-Nov-22	Jan-23	Manager Revenue		
43	Discontinued services (Non-compliance)	Finance		Implement controls over daily and monthly processing and reconciling of transactions and Review and monitor compliance with applicable laws and regulations	The accounting officer will ensure that all the all clients that are owing for more than 30 days will be discontinued and will improve the control environment for the prevention and detection of non-compliance with laws and regulations.	11-Nov-22	Dec-22	Manager Revenue		
44	Revenue: Completeness of Property Rates	Finance		Management failed to implement proper record keeping in a timely manner to ensure that complete, relevant, and accurate information is accessible and available to support financial and performance reporting	The management will ensure that the issues identified above are adjusted in line with GRAP 9 and 108, and ensure that revenue and receivables are accounted for in terms of applicable standards in subsequent years	17-Nov-22	Dec-22	Manager Revenue		

45	Inventory: Overstatement of Land Inventory	Finance		The Accounting Officer did not ensure that Land- Inventories is accounted for in line with GRAP and only assets which the municipality has control and expects to derive future economic benefits are accounted for as assets in the books of the municipality.	The Accounting Officer will ensure that assets are accounted for in line with the requirements of GRAP and that deeds search are performed for land to ensure that the municipality is the principal owner of the Land.			Director PED		
46	Inventory: Differences between Municipal valuation roll and Deeds office	Finance		The Accounting Officer did not ensure that Land- Inventories is accounted for in line with GRAP and only assets which the municipality has control and expects to derive future economic benefits are accounted for as assets in the books of the municipality.	The Accounting Officer will ensure that assets are accounted for in line with the requirements of GRAP and that deeds search are performed for land to ensure that the municipality is the principal owner of the Land.	30/11/2022	Ongoing	Manager Revenue		
47	Prior year finding – Damaged pavement layer and gravel material	Performance/Infrastructure audit		Financial and performance Management: Review and monitor compliance with applicable laws and regulations. Management did not implement proper control to ensure that any arithmetical errors, omissions and discrepancies on the bill of quantities were detected prior to appointment of the preferred bidder to avoid termination of the contractor prior to completion of the project and the damage on the works.	The municipality will update the fruitless and wasteful expenditure register and disclosure in the financial statements.			Director Engineering Services		
48	Project delay	Performance/Infrastructure audit		Failure to manage the project by the municipality to ensure that the project is completed on time; led to additional works and expenditure. The municipality did not secure and/or ring-fence adequate funding to complete the project.	The accounting officer will investigate reasons for poor project and contract management by the project managers in order to identify the root cause of their inefficiency. This will enable the accounting officer to identify root causes and implement corrective actions. The accounting officer will investigate reasons for inadequate project management, resulting in fruitless and wasteful expenditure. The municipality will update the fruitless and wasteful expenditure register and disclosure in the financial statements.			Director Engineering Services		
49	Increase in project costs	Performance/Infrastructure audit		Failure to manage the project by the municipality to ensure that the project is completed on time; led to additional works and expenditure.	The accounting officer will investigate reasons for poor project and contract management by the project managers and consultants in order to identify the root cause of their inefficiency. This will enable the accounting officer to identify root causes and implement corrective actions. Furthermore, action will be taken against those found to have not acted in the best interest of the municipality. The municipality will update the fruitless and wasteful expenditure register and disclosure in the financial statements.			Director Engineering Services		

50	Poor planning: Variation Order	Performance/Infrastructure audit		Inadequate planning by the municipality and the consultant team as items that should have been identified during the planning and included in the project scope were omitted as part of the scope of works.	The municipality will ensure that there are sufficient measures and controls in place during the planning phase of projects to be able to determine the complete scope of works to avoid a negative impact on projects. The accounting officer will investigate reasons for poor project and contract management by the project managers and consultants to identify the root cause of their inefficiency. This will enable the accounting officer to identify root causes and implement corrective actions. Furthermore, action will be taken against those found to have not acted in the best interest of the municipality.			Director Engineering Services		
51	Discrepancies on professional service provider's fees	Performance/Infrastructure audit		The municipality made payment towards the consultant for the same services already rendered.	The accounting officer will investigate reasons for poor contract management by the project manager in order to identify the root cause of their inefficiency which resulted in overpayments. This will enable the accounting officer to identify root causes and implement corrective actions. The municipality will adjust the professional service provider's fees and recover any amount that was overpaid.			Director Engineering Services		
52	Over claimed items	Performance/Infrastructure audit		The municipality and consultant failed to verify that payment made towards the contractor correlate to the work done on site	The accounting officer will investigate reasons for poor contract management by the project manager in order to identify the root cause of their inefficiency which resulted in overpayment. This will enable the accounting officer to identify root causes and implement corrective actions. The municipality will recover any amount that was overpaid from the contractors			Director Engineering Services		
53	Planned indicators and/or targets included in the initial or a revised Service Delivery & Budget implementation plan were removed during the year and were not reported in the APR.	AOPO		Management did not adequately review the Annual Performance Report to ensure that reported performance information is complete and in alignment/consistent with the Service Delivery and Budget implementation plan. Management oversight - In excluding the planned indicator in the APR	Management will adequately review the Annual Performance report to ensure that reported performance information is consistent and complete. Quarterly reports will be reviewed on a quarterly basis to ensure that all the Indicators in the SDBIP are included the quarterly performance report	30/10/2022	30/06/2023	PMS Officer and Director Engineering Services		
54	COMAF 12 - Planned indicators and/or targets included in the initial or a revised SDBIP were removed during the year and were not reported in the APR.	AOPO		Management did not adequately review the Annual Performance Report to ensure that reported performance information is complete and in alignment/consistent with the Service Delivery and Budget implementation plan. Management oversight -	Management will adequately review the Annual Performance report to ensure that reported performance information is consistent and complete. Quarterly reports will be reviewed on a quarterly basis to ensure that all the Indicators in the SDBIP are included the quarterly performance report	15/11/2022	30/06/2023	PMS Officer and Director Engineering Services		
55	Measures taken to improve performance not disclosed	AOPO		Management did not adequately review the Annual Performance Report to ensure that reported performance information is complete and fairly presented and disclosed. Oversight during the review process of	Management will adequately review the Annual Performance report to ensure that it is fairly presented and disclosed. Intensify the review process to ensure that all unachieved targets have corrective actions or measures to improve performance in the quarterly reports	15/11/2022	30/06/2023	PMS Officer and Director Engineering Services		

56	Reported achievement did not agree with the evidence provided, i.e. not valid and/or accurate and/or complete	AOPO		Management did not adequately review the Annual Performance Report to ensure that reported performance information is accurate and in alignment/consistent with the Service Delivery and Budget implementation plan. Lack of review (reconciliation between the reported performance and evidence)	Management will adequately review the Annual Performance report to ensure that reported performance information is accurate and complete. Reconciliation of reported performance and evidence on a quarterly and annual basis (Validity, accuracy and completeness,	15/11/2022	30/06/2023	PMS Officer and Director Electrical Engineering			
57	Poor Planning	AOPO		Management did not adequately review the SDBIP before approval and publishing to ensure that planned targets are appropriate. Management oversight- Review of the APR	Management will adequately review SDBIP to ensure that planned targets are appropriate. To review the APR in terms of targets comparing the SDBIP and the individual target in the APR for accuracy and completeness	15/11/2022	30/06/2023	PMS Officer and Director Electrical Engineering			



Audit Report	Other Important Matters	Administrative Matters	Internal Audit Comment

	Yes		
Yes	Yes		
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	Yes		
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Yes			
Yes			
Yes			

Yes
Yes

FINANCIAL YEAR		2021/2022				
Municipality Name		Greater Tzaneen				
Audit Opinion		UNQUALIFIED				
Reporting Period		2021/2022 AUDIT ACTION PLAN				
NO	Audit Findings	Category of Finding	Finding Status	Root Cause	Action Plan Description	Start Date
1	Inadequate monitoring of Service Level Agreement (SLA)	IT		Application system owners (Inzalo) legal process of updating the SLA is hampering the control been implemented and clearly documented.	Management will review the SLA between Sebata (Inzalo) and the municipality to determine how frequently the service provider performance against the SLA will be monitored and evaluated in accordance to the ICT service provider management framework. Once the frequency has been established the municipality perform the review in accordance with the agreement.	01-Dec-22
2	Insufficient audit trail functionality on Contour, and Action Assist system	IT		System limitation to produce reports that indicate the user account updated and the system administrators' activities performed on user account.	Management will perform a risk assessment with the assistance from the service provider to update the system and ensure that the system administrators' activities are logged and the following at minimum will be logged, the activities performed and The person that carried out the activities.	01-Dec-22
3	Inadequate implementation of User Access Management on Inzalo EMS system	IT		System limitation to produce reports that indicate the user account updated and the system administrators' activities performed on user account.	Management will ensure that user account management processes weaknesses identified are addressed. Management will ensure that system administrators' activities on Inzalo are adequately monitored and reviewed. Such reviews should be performed inline with the administrators approved role and responsibilities by	01-Dec-22

