



OFFICE OF INTERNAL OVERSIGHT SERVICES
INTERNAL AUDIT DIVISION I

Reference: AUD-7-1:15 (06/00313)

5 June 2006

To: Mr. Shashi Tharoor, Under-Secretary-General
Department of Public Information

Mr. Warren Sach
Assistant Secretary-General, Controller
Office of Programme Planning, Budget and Accounts

From: Dagfinn Knutsen, Acting Director
Internal Audit Division I
Office of Internal Oversight Services

A handwritten signature in blue ink, appearing to read 'Dagfinn Knutsen', is placed to the right of the 'From:' field.

Subject: **OIOS Final Audit Report No. AN2006/580/02–United Nations
Development Forum Trust Fund Audit**

1. I am pleased to present herewith the final report on the subject audit, which was conducted in January of 2006.

2. Based on our review of your comments, we have closed recommendations 5 and 10 – 12 considering them as having been implemented. We provided in the Annex a list of the recommendations that remain open in OIOS' database and the actions that should be taken in order for us to close them.

3. Please note that OIOS will report on the progress made in implementing the recommendations in its annual report to the General Assembly and semi-annual reports to the Secretary-General.

4. The Internal Audit Division is assessing the overall quality of its audit process, and kindly requests that you consult with your managers who dealt directly with the auditors and complete the attached client satisfaction survey.

5. I would like to take this opportunity to thank you and your staff for the assistance and cooperation extended to the auditor on this assignment.

Copy to: Mr. Christopher Burnham, USG, Department of Management
Board of Auditors
OIOS Programme Officer



United Nations
OFFICE OF INTERNAL OVERSIGHT SERVICES
Internal Audit Division I

AUDIT REPORT

Audit Subject: United Nations Development Forum Trust Fund

Audit No. and Location: AN2006/580/02, New York

Report date: 5 June 2006

Auditor-in-Charge: Julie Geringer

Executive Summary

In January 2006, OIOS conducted an audit of the United Nations Development Forum (Development Business) Trust Fund implemented by the Development Business Unit (the Unit) in the Publications and Sales Section of the Outreach Division in DPI.

OIOS found the Unit provides valuable information on projects in developing countries, in accordance with General Assembly Resolution 52/226. However, the internal control procedures employed by the Unit should be significantly improved to minimize the risk of possible errors or irregularities. The following areas were identified for improvement:

- Database access granted to the staff of the Unit was not in-line with their individual responsibilities and functions. All staff had the same user name and password, had access to the e-mail account associated with the database and the ability to modify the data. The subscriber information on the website was not encrypted.
- Historical payment information and reports on subscribers' status were not available within the subscriber's account in the database.
- The Unit's internal controls did not provide for the important segregation of duties. Although the Unit received payments for subscriptions, no staff member had the delegated authority to receive and deposit moneys. The received checks and credit card information were not properly safeguarded and no reconciliations were performed to mitigate the risk of their loss.
- The Unit did not maintain a physical inventory of the hard-copies of the publication making it impossible to verify whether any copies had been misappropriated.
- The Acting Chief of the Unit was not properly authorized to grant discounts and complimentary subscriptions to the subscribers.
- The Unit signed and forwarded several invoices to the Executive Office for certification without the supporting documentation showing the actual services provided.
- For some time, the Unit operated under expired business agreements.
- The Unit's income transactions were not recorded by the Accounts Division based on an accrual basis as required by the United Nations accounting standards but were adjusted at the end of the year.

The audit findings were discussed with DPI and OPPBA who agreed with the recommendations and initiated the necessary steps to implement them.

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I. INTRODUCTION

1. In January of 2006, the Internal Audit Division I of OIOS conducted an audit of the United Nations Development Forum (Development Business) Trust Fund. The audit was conducted in accordance with the International Standards for the Professional Practice of Internal Auditing.

2. As mandated by General Assembly Resolution 52/226, the United Nations Development Business (UNDB) Unit (the Unit), which is a part of the Outreach Division of the Department of Public Information (DPI), provides an impartial and independent platform for the publication and dissemination of information on projects in developing countries. It presents procurement opportunities within the United Nations through the UNDB publication. The publication is published by DPI and is available upon subscription. UNDB provides a comprehensive source of information on opportunities to supply goods, works and services for projects financed by the United Nations, governments and the world's leading development banks (the World Bank, Inter-American Development Bank, African Development Bank Group, Asian Development Bank, Caribbean Development Bank, European Bank for Reconstructions and Development, and North American Development Bank).

3. UNDB is published both online and in paper form. It contains development bank operational summaries, World Bank new project approvals, procurement notices and contract award information. The publication is completely funded through extra-budgetary resources – mostly subscription fees. Revenue for 2005 was \$1.2 million, including approximately \$1 million from subscriptions, and net income is \$129 thousand. Expenditures for 2005 are \$1.07 million, including approximately \$728 thousand in staffing costs. The authorized staffing levels included one post at the professional level and nine posts at the general service level.

II. AUDIT OBJECTIVES, SCOPE AND METHODOLOGY

4. The objectives of the audit were to ascertain the adequacy and effectiveness of internal controls, including general system controls, in the operations of the Unit.

5. Based on the risk assessment, OIOS identified the following areas where more focused examinations were warranted:

- Database and application controls;
- Internal control procedures; and
- Accounting methodology.

6. In the selected areas, OIOS reviewed the existing internal controls and tested their effectiveness, on a sample basis, with respect to 2005. The auditors reviewed pertinent documentation and interviewed the personnel within the Unit. Due to insufficient controls in UNDB operations, the data in its system could not be considered reliable and serve as a basis for any meaningful audit analysis of the Unit's revenue. The audit

findings were discussed with management during the course of the audit and at the exit conference. The draft audit report was made available to DPI for comments the essence of which is presented in this report in *italics*.

III. AUDIT FINDINGS AND RECOMMENDATIONS

A. Database and application controls

7. The subscriber database used by the United Nations Development Business Unit was implemented in August 2004. Previously, IT support for the subscriber database was outsourced. The database is now supported by IT consultants in-house.

8. Through exploration of the database and discussion with various staff members within the Unit, it was noted that database access granted to individuals within the Unit was not in-line with the related individual's responsibilities and functions. The Unit Chief, Sales Assistant and Treasury Assistant all had administrative access to the subscriber database. The two editorial staff members in Washington D.C. also had administrative access. All of these users had the same user name and password to access the database. While a report can be run by the database administrators to track user access and user activity, this report was not useful given that there were no unique user names and passwords in use.

9. Any individual with administrative access to the subscriber database could have created a new subscriber and change or delete payment information. Additionally, these individuals could have made changes to the following fields within the subscriber's profile:

- a. discount amount
- b. status (approved/pending approval)
- c. type (regular/complimentary)
- d. quantity of subscriptions (defaults to '1' but can be increased)
- e. trial period (in days)
- f. product type
- g. subscription date
- h. expiration date
- i. cost of product

10. The IT consultants and the Editor Assistant in Washington D.C. had super-user access. With this type of access they had the ability to modify the subscriber database and application code.

11. All individuals within the Unit had access to the e-mail account associated with the database. Notification e-mails were automatically sent to a separate e-mail account when a customer applied on-line for a subscription. Anyone with access to the e-mail account had the ability to delete notifications and any other e-mail received in relation to the account.

12. Within a subscriber's database file there were two profiles: the payment profile and the subscriber profile. It was noted that one subscriber had a quantity greater than '1' in their payment profile which did not match the quantity '1' in their subscriber profile. These quantities should have been automatically populated and match.

13. When subscribers request or renew a subscription to UNDB, they have the options of sending a check by mail, calling UNDB for EFT instructions, or using a credit card. At the time of the audit, the website was not encrypting the subscribers' information. The information was being sent in clear text and was not protected from unauthorized use.

14. Upon processing a renewal payment, historical payment information was no longer visible within the subscriber's account in the database. Additionally, no reports existed to extract the following information: a) subscribers 'pending approval' (or pending payment); b) subscribers whose accounts expired; and c) all subscribers' information for a period of time, including payments, type of subscription, relevant subscription dates, etc.

15. As a result of the control weaknesses described above, there was a possibility of the loss of data or its unauthorized use. The Unit's ability to serve their customers effectively was limited as payment information to validate previous financial transactions was non-existent. The Unit may not have been able to make timely management decisions because of its inability to efficiently ascertain important information from the database.

16. The general system controls should have provided sufficient control over database and application access. The Unit's database and application should have been reviewed regularly for ongoing effectiveness. They should have supported the needs, functions and activities of the business unit.

Recommendation 1 – 5

OIOS recommended that UNDB management should ensure that:

(i) System access reflects the responsibilities and functions of the user and is authorized at the appropriate level. (AN2006/580/02/01)

(ii) Any changes to the database are authorized at the appropriate level. (AN2006/580/02/02)

(iii) Each user of the subscriber database is assigned a unique user ID and password and use of the database should be monitored. (AN2006/580/02/03)

(iv) The subscriber information on the website is encrypted to ensure proper information security. (AN2006/580/02/04)

(v) The IT consultants are instructed to make modifications to the system to enable the user to access payment history as well as create useful reports regarding subscriber status. (AN2006/580/02/05)

17. DPI agreed with Recommendation 1 indicating, however, that *setting up various levels of access would be an extremely expensive exercise and would involve a complete overhaul of the system. A better solution would be limiting access instead.* According to DPI, *administrative access to the database had been granted to the Sales Assistant in New York and the Editor Assistant in Washington D.C. only.* In OIOS' opinion, this is an acceptable solution if the Unit Chief also periodically reviews reports tracking user access and user activity with regard to the database. Additionally, DPI indicated that *access to the e-mail account associated with the database had been limited to the Unit Chief, Sales Assistant and Treasury Assistant. Also, Information Technology Services Division (ITSD) had removed the Delete Function in the e-mail account to ensure that all e-mail communications will remain in the mail box.* DPI agreed with Recommendation 2 indicating that *all changes to the database are now approved by the Unit Chief.* DPI agreed with Recommendation 3 indicating that *the administrators of the subscriber database have been assigned unique user names and passwords. The Unit's database and its applications are now being regularly reviewed by the Unit Chief.*

18. OIOS noted that the Unit Chief has already begun to review various system reports periodically in an effort to monitor user activity within the database. It will close Recommendations 1 - 3 as implemented after receiving support which validates the level of access that has been granted to individuals and receiving reports used by the Unit Chief to periodically review user access with regard to the database.

19. DPI agreed with Recommendation 4 indicating that the Unit is *in the process of obtaining VeriSign 128 Bit certificate and ASPEncript to secure the user information.* OIOS will close this recommendation as implemented after reviewing the secured site certificate.

20. DPI agreed with Recommendation 5 indicating that *several reports had been created in the database and are run regularly by the Unit Chief to monitor database activities.* They also indicated that *the database has a feature which allows the Unit to extract customer historical payment data automatically.* OIOS closed this recommendation in its database as implemented.

B. Other internal controls

Segregation of duties

21. A copy of the internal controls procedures for the moneys receipt process was requested from the Unit. The internally documented procedures did not provide for a proper segregation of duties and were not approved. Additionally, the documented deposit procedures in the IMIS Desktop Procedures document were not reflective of the actual procedures performed by the Unit. It was noted that the Unit did not have on file any documented and approved internal control procedures, including segregation of duties, from DPI, the Controller or Treasury.

22. OIOS identified the following weaknesses in the internal control procedures performed by the Unit:

j. Customer complaints were handled by the same individual who entered payments received into the database;

k. Unit's bank information was given to those subscribers who wished to wire funds by the same individual who recorded payments in the database, had access to all fields within the database, was responsible for giving access codes for on-line access, and created the mailing list for hardcopy subscriptions;

l. Checks may, at times, have been received directly by the Finance Assistant who also prepared the deposit slips;

m. Credit cards were processed and checks were deposited by the same individual who reviewed the bank reconciliations prepared by the Accounting Division; and

n. Individuals who received and processed credit card charges and received checks also had the ability in the database to give discounts and/or complimentary subscriptions.

23. Adequate segregation of duties reduces the likelihood that errors can be made and irregularities may be perpetrated and concealed. In general, the principal incompatible duties to be segregated are: authorization of transactions, custody of assets, and recording or reporting of transactions.

Recommendations 6 - 7

OIOS recommended that UNDB management ensure that:

(i) The Unit obtains and follows documented and approved internal control procedures with regard to the entire business cycle, including the receipt of moneys.
(AN2006/580/02/06)

(ii) The procedures stipulate that individual staff should perform no more than one of the following activities: authorization of transactions, custody of assets, and recording or reporting of transactions.
(AN2006/580/02/07)

24. DPI agreed with Recommendation 6 indicating that *internal control procedures with regard to cash receipts and the entire business cycle had been established.*

25. DPI agreed with Recommendation 7 indicating that they *had established a proper system of segregation of duties to ensure that individual staff performs no more than one of the following activities: authorization of transactions; custody of assets; and recording of transactions.* OIOS will close recommendations 6 and 7 as implemented upon receipt of a copy of the Unit's approved internal control procedures.

Moneys receipt and deposit

26. The Unit received checks and credit card information as payment for requested subscriptions. On average, approximately \$15.9 and \$32.9 thousand in the form of checks and credit cards, respectively, were deposited each month. Checks were received in the office and deposited in the bank by either the Sales Assistant or the Treasury Assistant of the Unit. These staff members had no delegation of authority to receive and deposit moneys for UNDB.

27. The Executive Office of DPI stated that if the checks were deposited by the Unit with the Cashier's Office, this delegation was not necessary. The United Nations Finance Manual (Section 7.01, paragraph .013) indicates that all moneys received at Headquarters should be reported and transferred to the Cashier's office immediately upon receipt, unless other specific arrangements have been authorized by the ASG/FS.

28. If a receipt was requested by a customer, the Sales Assistant prepared an "Acknowledgment Notice" the same day the money was received. The acknowledgment notices were not pre-numbered and not accounted for.

29. In accordance with the United Nation's Financial Regulations & Rules (Rule 103.8 (a) & (b)), an official designated by the Under Secretary-General for Management shall be authorized to issue official receipts. An official receipt shall be issued within two business days of receipt for all cash and negotiable interests received. Pre-numbered receipts should be issued and their numerical sequencing should be accounted for. Additionally, Section 7.014 of the United Nations Finance Manual indicates that official receipts are to be issued for all moneys received by the United Nations by those officers authorized to receive moneys. It also indicates that receipts at Headquarters are recorded chronologically in the Treasury and in the Accounts Division.

30. In the Unit, if the check was not deposited during the day it was received, the Sales Assistant or the Treasury Assistant kept the check in a locked cabinet at the Sales

Assistant's desk. The key was kept in the Sales Assistant's desk but was not safeguarded. OIOS found that checks were not always deposited within the two days of their receipt, as is required by the Financial Regulations & Rules.

31. The Unit also received credit card information via fax. The fax machine was in the main area of the Unit's offices. Anyone could have had access to the faxes containing credit card information.

32. In order to safeguard the proceeds, the Unit should have considered the use of a lockbox maintained by the bank for moneys received. Additionally, the Unit should have considered processing credit card transactions securely on the Internet. In the event that these options were determined to be too costly, the Unit should have considered using a safe for checks received in the office and limiting access to the fax machine. Access to both the safe and the fax machine should have been limited to the individual with the authorization to handle the receipt of moneys and to the Unit Chief.

33. The Unit was not performing a comparison between the subscriber information (e.g. new/renewed subscriber and corresponding payment information) per the database, the money receipts journal and the bank statement. There was no way in the database to extract payment information for a period of time for reconciliations. Also, no comparison was performed between the checks received and the checks deposited, since the checks received in the office were not logged prior to preparation of the deposit slip. Weak controls in this area increased the risk of funds' misappropriation.

Recommendations 8 - 9

OIOS recommended that UNDB should:

(i) Forward all checks received to the Cashier's office for deposit and issuance of official receipt within two business days of receipt as stated in the United Nations Financial Regulations and Rules. (AN2006/580/02/08)

(ii) Introduce appropriate controls over its receipt and deposit of funds and restrict access to credit card information received from its customers. (AN2006/580/02/09)

34. DPI agreed with the issue raised by OIOS related to Recommendation 8. However, they indicated that they will *nominate the Administrative Assistant and the Treasury Assistant of the Unit to be granted the delegated authority to receive and deposit checks, respectively. This nomination would be in response to the memorandum dated 9 May 2006, from the Controller to the Acting Director of the Internal Audit Division I. The memorandum indicated the Controller's intention to delegate authority to the staff members in certain substantive offices to receive cash and checks for immediate deposit to their designated bank accounts. It also indicated that several*

offices, in addition to UNDB, currently receive cash and checks and deposit these items without the delegated authority. Also, DPI would seek guidance on the issuance of official receipts from Treasury. However, unless the authority is delegated to UNDB to issue them, the Unit will continue to send acknowledgements upon request. Additionally, UNDB will more strictly enforce the policy of depositing within the two-day period. OIOS will close this recommendation as implemented upon receipt of a copy of the appropriate delegated authority for the individuals within UNDB to receive and deposit cash and checks.

35. DPI agreed with Recommendation 9 indicating that they *had introduced appropriate internal controls for the receipt and deposit of funds*. They are in the process of obtaining a depository safe which will be used to keep all customer financial data and checks prior to deposit. OIOS will close this recommendation as implemented once the Unit begins using the depository safe.

Inventory of publication copies

36. The Unit did not maintain a physical inventory of the hard-copies of the publication. They were not monitored or controlled in any way. When the publication was printed, the hard-copies were maintained in the main area of the Unit's offices. All staff members and visitors had direct access to the publications. No record was maintained of how many copies were mailed, given as complimentary issues, discarded, etc. No reconciliation could have been performed without this information. As a result, it was impossible to determine whether any copies of the publication were misappropriated.

Recommendation 10

OIOS recommended that the Unit should maintain an inventory listing of their publication. The list should be adjusted for the distribution of the publication (e.g. mailing, complimentary issues, etc.). Periodically, a physical inventory should be performed. The results should be compared to the list maintained. (AN2006/580/02/10)

37. DPI agreed with Recommendation 10 indicating that they had *introduced procedures to monitor and safeguard the Unit's inventory*. OIOS closed this recommendation in its database as implemented.

Discounts and complimentary subscriptions

38. The auditor found no documentation or formal procedures with regard to the issuance of discounts and complimentary subscriptions. ST/AI/189/Add.15/Rev.1 stipulates that the "establishment of price for each publication is made by the Sales Section." At the time of the audit, the Unit Chief periodically reviewed those customers with discounted and complimentary subscriptions for validity. However, there was no

documentation of this review. Additionally, the Unit Chief was not properly authorized to grant price adjustments to the subscribers. In accordance with the ST/AI referenced above, this is the responsibility of the Sales Section.

39. In OIOS' opinion, unauthorized discounts and complimentary subscriptions could have been used to conceal the misappropriation of customer remittances. To prevent this, the Unit should have ensured that they are all appropriately authorized.

Recommendation 11

OIOS recommended that the Chief of the Publication Sales & Marketing Section authorize all subscription discounts and complimentary subscriptions. All these decisions should be documented. (AN2006/580/02/11)

40. DPI agreed with Recommendation 11 indicating that *the discount authorization should be a responsibility of the Chief of the Publication Sales & Marketing Section (SMS). In order to address OIOS' concerns, the Unit now has the ability to generate a Complimentary Subscribers Report and a Subscriber's Discount Report. These reports are generated on a regular basis and reviewed by the Chief, SMS.* OIOS closed this recommendation in the OIOS' database as implemented.

Review of vendor invoices

41. Vendor invoices were received by the Unit. The Unit reviewed the invoices and signed them as indication that the goods or services had been received prior to sending the invoice to the Executive Office for certification. The auditor reviewed 2005 invoices for the Unit's two mailing vendors and noted that several of the invoices did not have the supporting documentation to indicate that the actual services had been provided. Nevertheless, the Unit signed the invoices, indicating that services were received and forwarded these invoices for subsequent payment.

42. OIOS also noted that no review was performed to ensure that the invoices were accurate. No comparison was made between the label report sent by the Unit to the mailer and the invoice received from the mailer. As a result, payments may have been made and expenditures may have been recorded for services which had not been received.

Recommendation 12

OIOS recommended that the Unit should be instructed to sign and forward invoices for payment only after receiving proof that services have been performed and reconciling the number of items on the label report to the number on the related invoices. (AN2006/580/02/12)

43. DPI agreed with Recommendation 12. IAD I closed this recommendation in the OIOS' database as implemented.

Expired business agreements

44. The Unit had operated under business agreements with both the World Bank and Thomson Dialog. The World Bank agreement was especially important to the Unit as the majority of the information included in the Unit's publication was the Bank's. The agreement expired in June of 2005. According to the Unit Chief and the Chief of the Sales & Marketing Section of DPI, the agreement was in the process of being renewed.

45. The Thomas Dialog agreement established the guidelines for how the Unit receives royalties for information used in a database maintained by that company. On average, the Unit was receiving approximately \$2 thousand in royalties per month. The Thomas Dialog agreement expired in 1997. According to the Unit, it was in the process of being renewed.

46. If the Unit continued to operate under expired business agreements, they may have had no recourse if the entities decide not to continue their relationship. The Unit's ability to continue as a going concern may have been in question. The Unit should not have done business on the premise of expired business agreements.

Recommendation 13

OIOS recommended that the Unit should ensure that all business agreements are valid. (AN2006/580/02/13)

47. DPI agreed with Recommendation 13 indicating that they had *already signed the agreement with the World Bank. The agreement with Thomson Dialog was being reviewed by the related parties.* It was further indicated that *consultation with the World Bank on renewing the agreement was initiated by DPI within the stipulated 90 day period.* OIOS has received a copy of the agreement between the United Nations and the World Bank and will close this recommendation as implemented after receiving a copy of the signed Thomson Dialog agreement.

C. Accounting methodology

48. The Unit's income transactions were recorded by the Accounts Division based on a document originating from Treasury which detailed the Unit's transactions. The Treasury Assistant in the Unit received the daily transaction report and coded the transactions to facilitate recording the transactions. After the report was coded it was sent to the Accounts Division via Treasury. On an annual basis, the Accounts Division requested the Unit to send the File Projection Report which was generated from the subscription database. This report detailed the deferred income balance as of the end of the year. It was used by the Accounts Division to convert the accounts for the Unit from the cash basis of accounting to the accrual basis of accounting.

49. The 2006 Cost Plan for the Unit, prepared in October 2005, was supported by reports prepared from IMIS for the 10 months ending 31 October 2005. The balance of the deferred income as of 31 October 2005 was the same as the balance as of 31 December 2004, as shown in the published financial statements.

50. Management may have been making decisions based on inappropriate account balances and inaccurate interim financial reports. To ensure the accuracy of the information, all income transactions should have been recorded in the accounts on an accrual basis in compliance with the United Nations system accounting standards as stipulated by the United Nations Financial Regulations & Rules (Rule 106.3).

Recommendation 14

OIOS recommended that the Accounts Division should record, monthly, all income transactions based on an accrual basis in compliance with the United Nations system accounting standards. (AN2006/580/02/14)

51. The Accounts Division agreed with Recommendation 14 indicating that *beginning March 2006, all income transactions for the Unit would be recorded monthly on an accrual basis of accounting.* IAD I will close this recommendation as implemented after reviewing and noting the agreement of the balance of deferred income in IMIS and the related month's File Projection Report balance from the database.

IV. ACKNOWLEDGEMENT

52. We wish to express our appreciation for the assistance and cooperation extended to the auditor by the management and staff of the DPI.



Dagfinn Knutsen, Acting Director
Internal Audit Division I
Office of Internal Oversight Services

OPEN RECOMMENDATIONS AND REQUIRED ACTION/INFORMATION
Assignment no. AN2006/580/02 – Audit of the United Nations Development Forum Trust Fund

No.	Recommendation	Accepted (Yes/No)	Implementation Date	Additional action/information required
01	System access reflects the responsibilities and functions of the user and is authorized at the appropriate level.	Yes		Provide support which validates the level of access that has been granted to individuals and receiving reports used by the Unit Chief to periodically review user access with regard to the database.
02	Any changes to the database are authorized at the appropriate level.	Yes		Provide support which validates the level of access that has been granted to individuals and receiving reports used by the Unit Chief to periodically review user access with regard to the database.
03	Each user of the subscriber database is assigned a unique user ID and password and use of the database should be monitored.	Yes		Provide support which validates the level of access that has been granted to individuals and receiving reports used by the Unit Chief to periodically review user access with regard to the database.
04	The subscriber information on the website is encrypted to ensure proper information security.	Yes	August 2006	Provide the secured site certificate for review.
06	The Unit obtains and follows documented and approved internal control procedures with regard to the entire business cycle, including the receipt of moneys.	Yes		Provide a copy of the Unit's approved internal control procedures.
07	The procedures stipulate that individual staff should perform no more than one of the following activities: authorization of transactions, custody of assets, and recording or reporting of transactions.	Yes		Provide a copy of the Unit's approved internal control procedures.
08	Immediately forward all checks received to the Cashier's office for deposit and issuance of official receipt within two business days of receipt as stated in the United Nations Financial Regulations and	Yes		Provide a copy of the appropriate delegated authority for the individuals within UNDB to receive and deposit cash and checks.

OPEN RECOMMENDATIONS AND REQUIRED ACTION/INFORMATION
Assignment no. AN2006/580/02 – Audit of the United Nations Development Forum Trust Fund

No.	Recommendation	Accepted (Yes/No)	Implementation Date	Additional action/information required
	Rules.			
09	Introduce appropriate controls over its receipt and deposit of funds and restrict access to credit card information received from its customers.	Yes	June 2006	Provide proof that the Unit has begun to use the depository safe.
13	OIOS recommends that the Unit should ensure that all business agreements are valid.	Yes		Provide a copy of the signed Thomson Dialog agreement.
14	OIOS recommends that the Accounts Division should record, monthly, all income transactions based on an accrual basis in compliance with the United Nations system accounting standards.	Yes	March 2006	Provide indication that the balance of deferred income in IMIS and the related month's File Projection Report balance from the database are in agreement.

UNITED NATIONS



OIOS Client Satisfaction Survey

Audit of: United Nations Development Forum Trust Fund

(AN2006/580/02)

	1	2	3	4	5
By checking the appropriate box, please rate:	Very Poor	Poor	Satisfactory	Good	Excellent
1. The extent to which the audit addressed your concerns as a manager.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. The audit staff's understanding of your operations and objectives.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Professionalism of the audit staff (demeanour, communication and responsiveness).	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. The quality of the Audit Report in terms of:					
• Accuracy and validity of findings and conclusions;	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Clarity and conciseness;	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Balance and objectivity;	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Timeliness.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. The extent to which the audit recommendations were appropriate and helpful.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. The extent to which the auditors considered your comments.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Your overall satisfaction with the conduct of the audit and its results.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please add any further comments you may have on the audit process to let us know what we are doing well and what can be improved.

Name: _____ Title: _____ Date: _____

*Thank you for taking the time to fill out this survey. Please send the completed survey as soon as possible to:
 Director, Internal Audit Division-1, OIOS
 By mail: Room DC2-518, 2 UN Plaza, New York, NY 10017 USA
 By fax : (212) 963-3388
 By E-mail: iad1support@un.org*