# D. Better practice guidelines for implementing new systems

We encourage public sector entities and those charged with governance oversight responsibilities for projects and accountable officers to consider the following questions regarding the controls of their newly implemented information systems. These questions could assist them to assess the effectiveness of their information systems controls.

**Figure D1**
**Guide on information systems controls for entities implementing new systems**

| Area | Questions |
|---|---|
| **Governance and oversight** | • Are processes and controls in place for newly implemented systems from the time the system goes live?<br>• Are end-to-end processes and controls documented (by the entity or a third party if it is outsourced to a third party)?<br>• What cyber security controls and protocols are in place for the system?<br>• Are adequate contracts in place:<br>– to check that service providers are managing security in line with the entity's requirements or security better practices, or<br>– for the service providers to demonstrate they have effective security processes and controls? |
| **Access management and security configuration** | • Who has full or elevated system access? Is this appropriate?<br>• How will user access be managed for staff, contractors, and service providers?<br>• What monitoring is in place for full or elevated access to the systems and to detect unauthorised actions and activities?<br>• What is management's approach to managing technology providers' access for effective security management? Does management only provide access when technology providers need to provide their service? How does management check on their activities in the system? |
| **Better practices** | • Has management examined the service provider's cyber security incident management processes?<br>• Has management established an ongoing process for monitoring vendor performance, security posture, and adherence to contractual obligations to maintain an effective and secure system environment? |

*Source: Developed by the Queensland Audit Office in response to audit results of information technology systems.*