

Compliance plan for EDC Holdings Ltd (EDCL) RP 2019

Title: Audit trails		
Non-compliance	Description	
Audit Ref: 2.4 With: Clause 21 Schedule 15.2 From: 01-Jun-18 To: 29-May-19	EDMI's IE2 and DQM audit trails do not record the operator identifier for the person who completed the activity; operator identifiers correspond to a user group not an individual. Potential impact: Low Actual impact: Low Audit history: None Controls: Strong Breach risk rating: 1	
Audit risk rating	Rationale for audit risk rating	
Low	The controls are rated as strong and the impact as low. Audit trails are available and contain the required information, but the person who processed the change is not identifiable within the audit trail because there is only one operator identifier. A small number of users have access. For the sample of audit trails reviewed, the person responsible for processing the change was identified through supporting information in Fresh Desk.	
Actions taken to resolve the issue	Completion date	Remedial action status
EDMI's 28 August 2019 Agent Audit states they have created individual user accounts for their systems in accordance with the EA recommendations. These logins used from 01/09/2019 and onwards for data delivery and its related tasks i.e. meter replacements and manual downloads.	1/9/2019	Identified
Preventative actions taken to ensure no further issues will occur	Completion date	
as above		