



Media contact: Natasha Farrell
Mobile: 0427 953 993
Email: natasha.farrell@audit.wa.gov.au

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Control weaknesses identified in 4 State government IT systems

The Auditor General today tabled in Parliament the [Application Controls Audits 2021](#) report that summarises the results of our audit of 4 entities' business applications during 2019-20.

Public sector entities rely on business applications to process information to enable them to make key business decisions and deliver a variety of important services. Applications range from custom built systems to off-the-shelf programs, hosted internally or in the cloud.

The audit looked at the following 4 applications:

- Teacher Registration System – Teacher Registration Board of Western Australia
- Deliveries and Billing System – Forest Products Commission
- Housing Management System (Habitat) – Department of Communities
- Student Management System – Department of Training and Workforce Development.

Auditor General Ms Caroline Spencer said the report contains important findings and recommendations to address common weaknesses that can potentially compromise sensitive and operational information held by entities.

'The audit examined whether entities exercise effective controls to manage their applications and information,' Ms Spencer.

'We identified control weaknesses across all 4 applications and reported 75 findings to the entities. Most related to poor information security and policies and procedures. We also found weaknesses in controls aimed to ensure the applications function efficiently, effectively and remain available. Most of the issues we found are relatively simple and inexpensive to fix.

'Addressing these weaknesses is a key priority for these entities and it is pleasing to see that they have addressed them or are in the process of actively doing so,' Ms Spencer said.

Applications controls need to be considered in conjunction with existing organisational processes and IT controls. A holistic approach towards governance, risk management and security is critical for secure and effective operations.

Report resources

- [PDF version](#)
- [summary video](#)