

# Moray Council

## Internal Audit Section

**DEPARTMENT:** Chief Executive

**SUBJECT:** Social Media

**REPORT REF:** 22'012

### Follow Up Audit Review

<b>Risk Ratings for Recommendations</b>					
<b>High</b>	Key controls absent, not being operated as designed or could be improved. Urgent attention required.	<b>Medium</b>	Less critically important controls absent, not being operated as designed or could be improved.	<b>Low</b>	Lower level controls absent, not being operated as designed or could be improved.
<b>No.</b>	<b>Audit Recommendation</b>	<b>Priority</b>	<b>Accepted (Yes/ No)</b>	<b>Date of Completion</b>	<b>Status / Explanation</b>
<b>Key Control:</b> The use of social media to facilitate council activities i.e communications, has adequate controls and monitoring					
<b>5.01</b>	A single guidance document should be developed for officers in the use of social media accounts.	Medium	Yes	31/04/2022	Implemented. A Social Media Guidance Document has been prepared and is currently going through an employee consultation process.

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<b>5.02</b>	The Media and Communications Section should be informed prior to a Service setting up a Social Media Account.	Medium	Yes	31/11/2022	Implemented. Evidence noted of the Media and Communications Section being informed of the setting up of new Social Media Accounts.
<b>5.03</b>	The Media and Communications Section should maintain a record of social media accounts and officers authorised to post information across all Council services.	Medium	Yes	31/11/2022	Implemented. Noted that a record is now maintained of Council social media accounts and officers authorised to post information.
<b>5.04</b>	Consideration should be given that prior to allowing officers access to a Council social media account, training should be undertaken.	Medium	Yes	16/12/2022	Implemented. An E-Learning module is now available to officers, and in-person sessions can also be provided when requested. Officers must complete the E-Learning module before access is allowed.

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<b>5.05</b>	Further exploration should be undertaken to the benefits of introducing additional security controls available from social media website providers.	Medium	Yes	Ongoing	Implemented. Two step authorisation is required for all Facebook Council accounts. In addition, a review of other social media platforms has been completed with the intention of also requiring a two step authorisation procedure before access is allowed.