



REPUBLIC OF SLOVENIA  
COURT OF AUDIT

## AUDIT REPORT

# Efficiency of Health Insurance Institute of Slovenia in managing business continuity

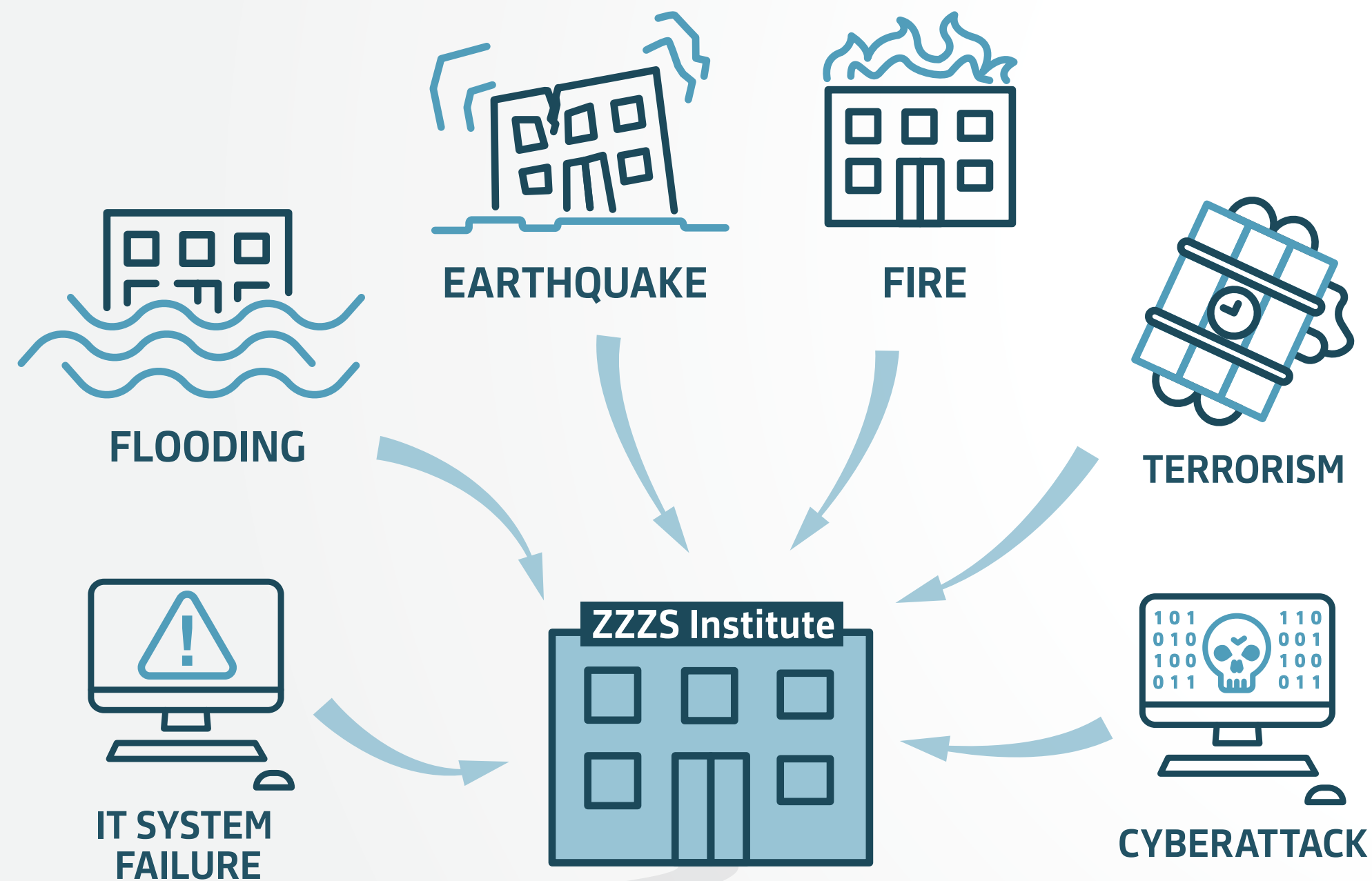
**Performance audit**

Audited period: 12 December 2012 to 31 May 2018



Health Insurance Institute of Slovenia must – as every organisation – **provide its clients with business continuity.**

### POTENTIAL THREATS

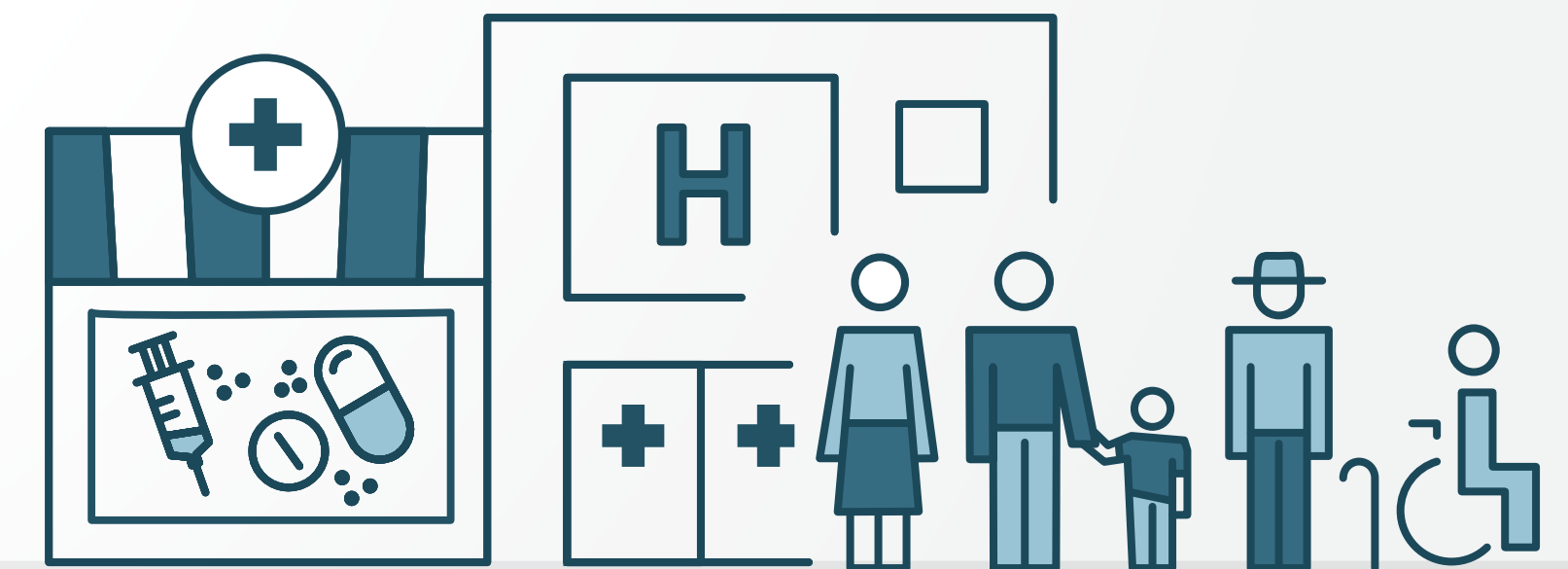


## What is business continuity?

Business continuity means that the **organisation is capable to continue with its operations** at a pre-defined acceptable level in line with predetermined procedures **despite the occurred disturbance.**

**Managing business continuity** is a complex process **ensuring the framework for strengthening the organisation's business resilience** and its capacity to **efficiently respond to threats.**

**Business interruption at the Institute may affect:**

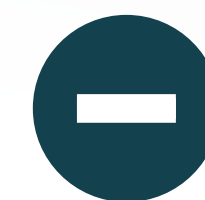


# Was the Institute efficient in managing business continuity?



The Institute is of the opinion that its services are not of such nature that immediate response and business resumption in less than 1 day would be required. **It thus did specify the key processes that must be restored in a few days:**

- deciding on the rights of the insured persons,
- arranging insurances,
- financial and accounting processes,
- providing healthcare.



The Institute **did not have comprehensively defined and documented processes** and business resumption **plan**.



The Institute distinguishes between **business continuity** and operational continuity **of the IT system**.



The Institute **had the policy** of operational continuity of the IT system. **For the case of a system failure, the healthcare providers were given instructions** on how to proceed.

# OPINION OF THE COURT OF AUDIT



**Health Insurance Institute of Slovenia** was **partially efficient** in managing business continuity.

The **Court of Audit** issued to the Institute several recommendations but **did not demand submission of a response report since the Institute already during the audit:**



**started the activities to improve business continuity**



**completed the process of setting up an IT system at the reserved location**



**implemented several other measures for improving risk management pertaining to operational continuity**