



REPUBLIC OF SLOVENIA
COURT OF AUDIT

AUDIT REPORT

Efficiency of the public utility company

**VODOVOD KANALIZACIJA SNAGA d.o.o. in managing business
continuity in the field of public drinking water supply**

Performance audit

Audit period: 1 January 2019 to 31 December 2020



VOKA SNAGA

as essential service provider
must ensure secure and reliable
drinking water supply to users.

Water is the source of life.



Article 70.a of Constitution
of the Republic of Slovenia

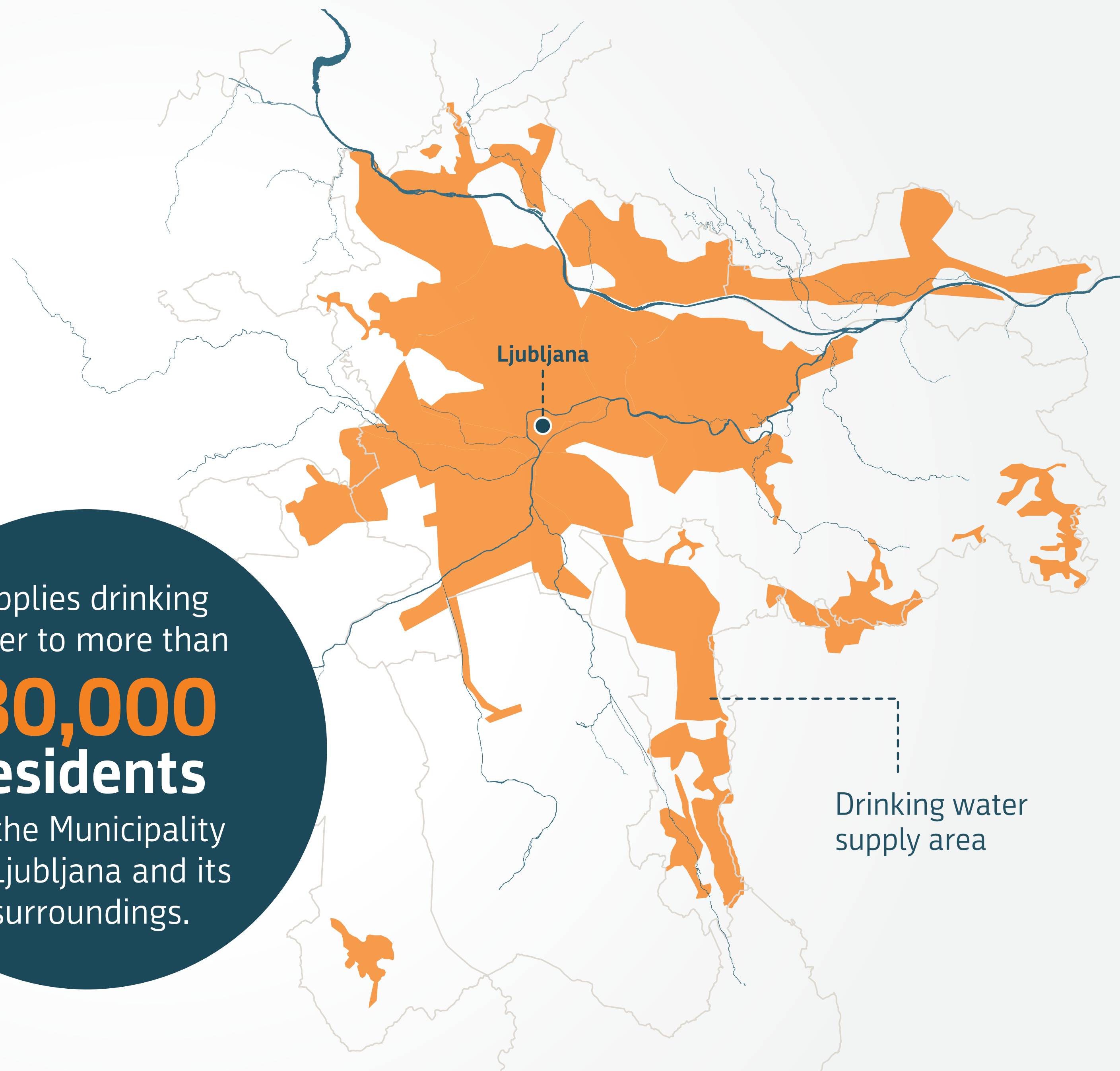


Everyone has the right
to drinking water.



Water resources
represent a public good
managed by the State.

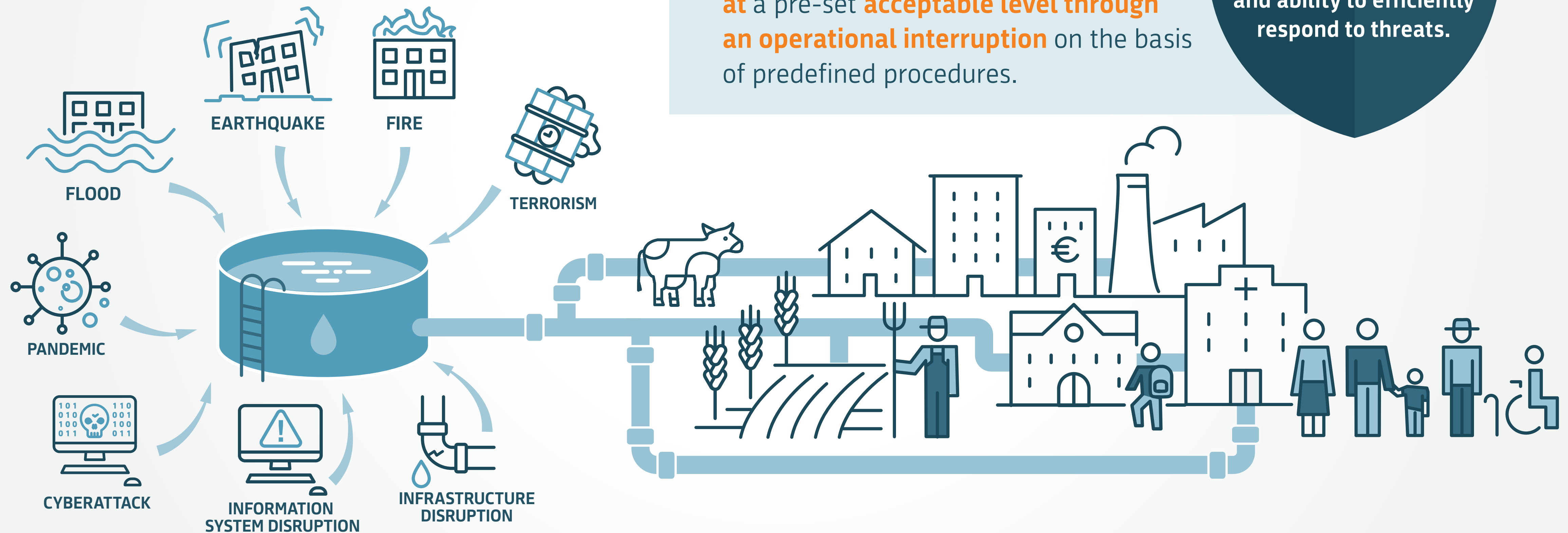
Supplies drinking
water to more than
330,000
residents
in the Municipality
of Ljubljana and its
surroundings.



VOKA SNAGA

must **ensure business continuity** to its users.

POTENTIAL THREATS

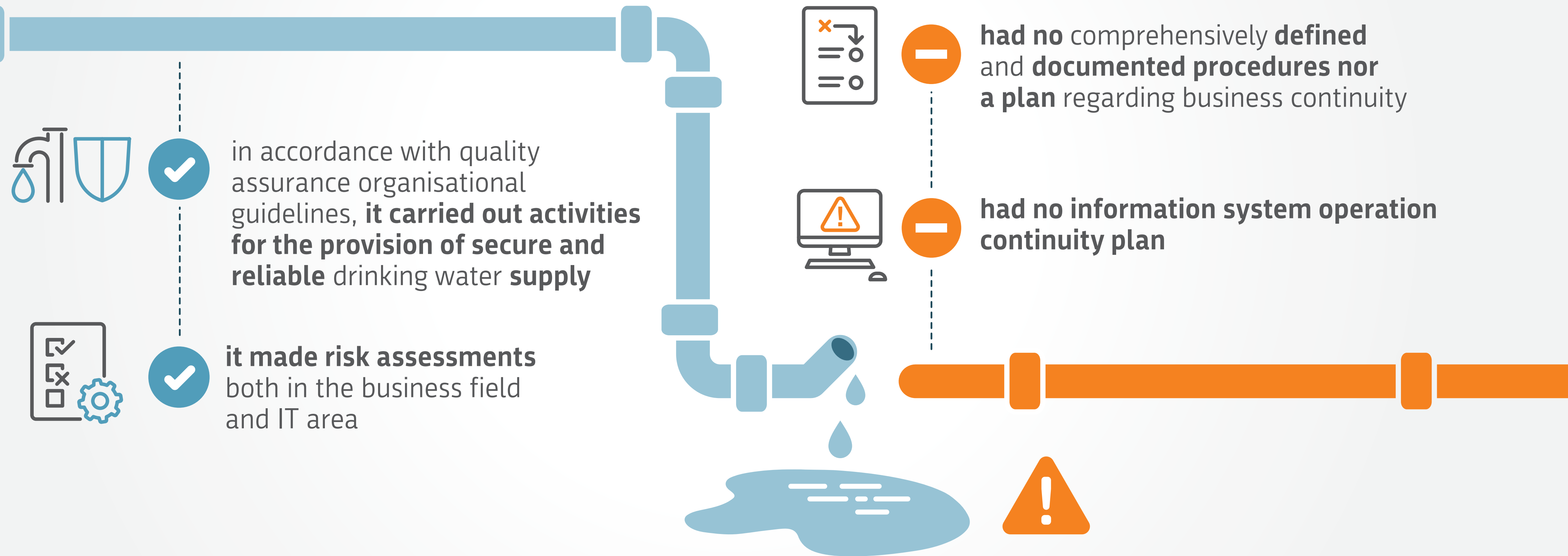


What is business continuity?

Business continuity is **the ability of an organisation to ensure and maintain continuous functioning and operations** at a pre-set **acceptable level through an operational interruption** on the basis of predefined procedures.

Managing business continuity is a complex process **ensuring the framework for increasing organisational resilience and ability to efficiently respond to threats.**

Did VOKA SNAGA efficiently manage business continuity?



OPINION OF THE COURT OF AUDIT



VOKA SNAGA was **partially efficient** in managing business continuity in the field of public drinking water supply.



The Court of Audit proposed to VOKA SNAGA several recommendations, but did not demand the submission of a response report since **VOKA SNAGA implemented several recommendations already during the audit, among others:**



it finalised a business continuity policy



it concluded a quality and suitable information system support service level agreement



it integrated a business continuity plan into quality assurance organisational guidelines