



REPUBLIC OF SLOVENIA
COURT OF AUDIT

AUDIT REPORT

Efficiency of the PUBLIC INSTITUTE LJUBLJANA PHARMACY in managing business continuity

Performance audit

Audit period: 1 January 2020 to 31 October 2021





Ljubljana Pharmacy as essential service provider must ensure high-quality and efficient supplies of medicines to its users.

Health is the greatest gift.



PHARMACY PRACTICE ACT

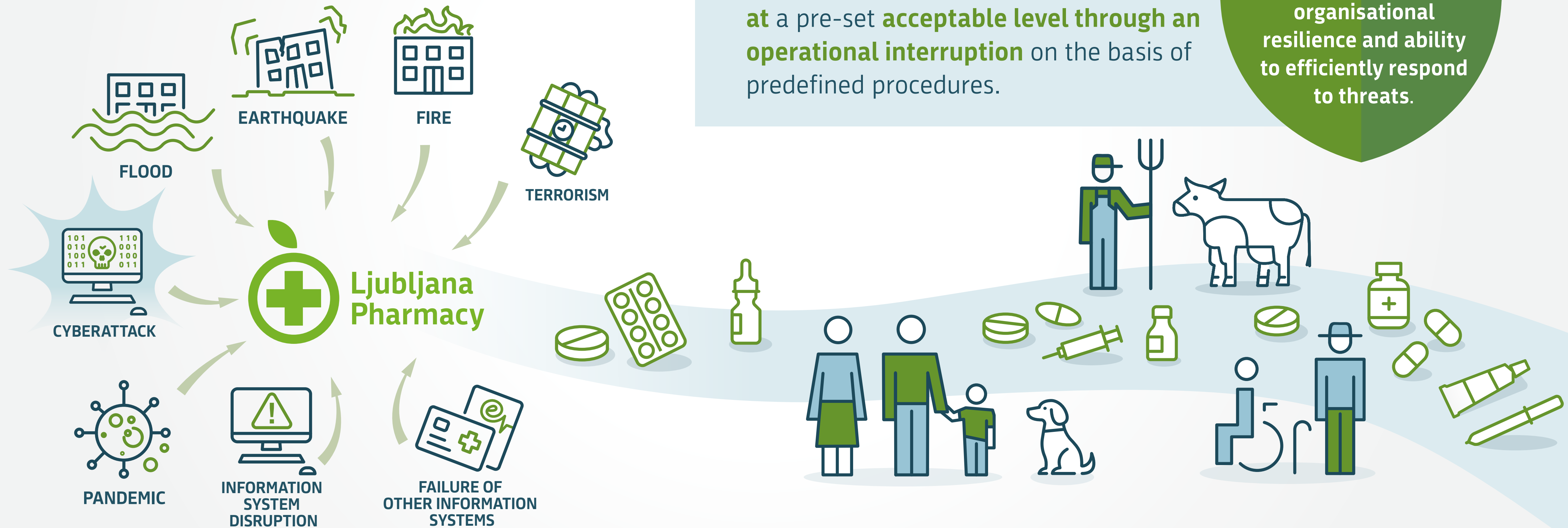
The purpose of the pharmacy practice is to provide **high-quality and efficient supplies** of medicines and other medical products supporting healing and maintaining health as well as to **provide advice on their safe, correct and efficient use** to patients and medical staff.

Ljubljana Pharmacy provides its services by a **network of 53 apothecary shops** and an online pharmacy.

Ljubljana
(30 units)

Ljubljana Pharmacy must ensure business continuity to its users.

POTENTIAL THREATS

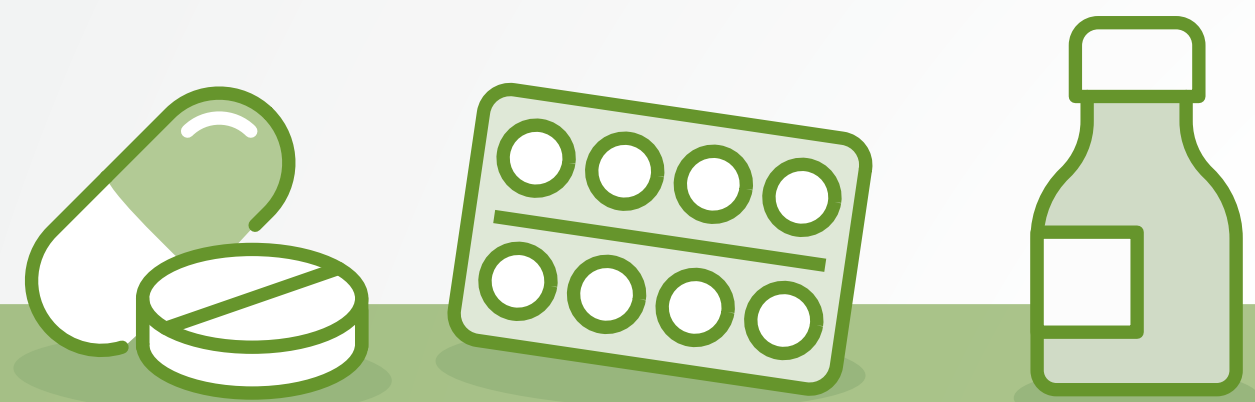


What is business continuity?

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.

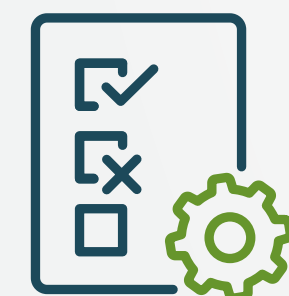
Did Ljubljana Pharmacy efficiently manage business continuity?



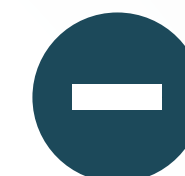
it adopted **Business Continuity Policy**



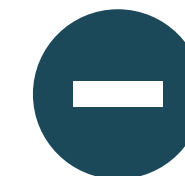
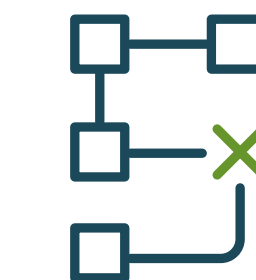
it adopted **Information System Business Continuity Policy**



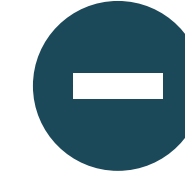
it made **risk assessments** both in the business field and IT area



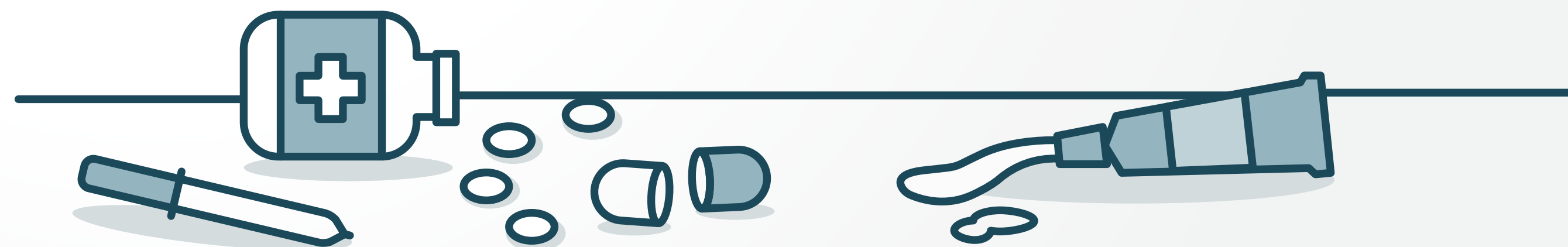
no unified risk catalogue



no foreseen scenarios of testing business continuity by business fields



no trainings set up for business continuity plan



OPINION OF THE COURT OF AUDIT



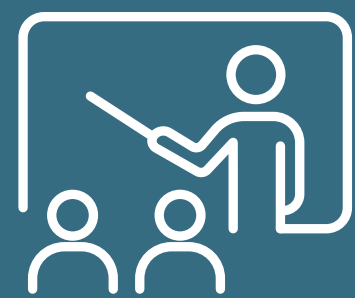
Ljubljana Pharmacy was **efficient** in managing business continuity.



The Court of Audit did not demand the submission of a response report from Ljubljana Pharmacy, but proposed several recommendations. Ljubljana Pharmacy implemented some recommendations already during the audit, among others:



it made steps towards Business Continuity Policy by **including all detected risks**



it informed the users about the Information System Business Continuity Plan



The Court of Audit assesses that Ljubljana Pharmacy **has improved since the cyberattack in 2019** and efficiently approached towards setting up and managing business continuity.