

User Support Program

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GatewayProjects: Attachment 10 (user support audit): Demo audit only

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Project	Attachment 50: Gateway continuous improvement program
Audit title	Demo audit only
Audit by	> Tiernan, Christine
Audit date	18/08/2010
Continuous improvement program in place?	Check requirement
Training program?	Check requirement
Training program complies with risk mgt?	Check requirement
App profile logged into TrainTrack	Check requirement
User profiles logged into TrainTrack?	Check requirement
Quality data validation?	Check requirement
Quality navigation?	Check requirement
User manual (full version)?	Check requirement
User manual (quick guide)?	Check requirement
FAQ site?	Check requirement
Online tutorial?	Check requirement
Link to help desk, including escalation process?	Check requirement
Links to online documentation?	Check requirement

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