



OFFICE OF THE CITY AUDITOR COLORADO SPRINGS, COLORADO

Denny L. Nester, City Auditor
MBA CPA CIA CFE CGFM CGAP

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16-05 City Department of Information Technology Governance Monitoring

March 2016

Purpose

The purpose of this audit was to monitor changes as they occurred in the City's Department of Information Technology (DoIT). Significant operational and strategic changes were planned throughout the year.

Highlights

With an aggressive strategy to improve the City's Information Technology (IT) infrastructure and support services throughout 2015, IT infrastructure projects were predominant and considered high priority. As the year progressed, we observed that more projects related to meeting the needs of the various departments within the City were also prioritized and being addressed by DoIT staff. This prioritization was accomplished via project managers and the staff of the DoIT.

The organization of the DoIT also evolved through 2015. The department was able to hire and use Business Resource Managers to develop an inventory of current technology and identify technology needs.

DoIT continued to work on critical infrastructure projects carried over from 2014. As critical infrastructure projects were completed, DoIT began focusing on projects that would directly support and benefit other City Departments. This change in project mix required modifications to the proposed project management process. This process will continue to be developed throughout 2016.

Office of the City Auditor staff attended the City's DoIT project status meetings. Various projects being worked on by DoIT were discussed. Operational standards were discussed to include a project management process. Originally, the project management meetings were held once a week; however, they were adjusted to once every two weeks as the mix of projects changed.

This audit was conducted in conformance with the International Standards for the Professional Practice of Internal Auditing, a part of the Professional Practices Framework promulgated by the Institute of Internal Auditors.

City Council's Office of the City Auditor
City Hall, 107 North Nevada Ave. Suite 205, Mail Code 1542, Colorado Springs CO 80901-1575
Tel 719-385-5991 Fax 719-385-5699 Reporting Hotline 719-385-2387
www.ColoradoSprings.gov/OCA