



OFFICE OF THE CITY AUDITOR COLORADO SPRINGS, COLORADO

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17-20 Colorado Springs Utilities Information Technology Change Management Audit

July 2017

Purpose

The objective of this audit was to assess general change management controls utilized by Colorado Springs Utilities to ensure that Information Technology (IT) systems were adequately protected and the information maintained in the systems was reliable.

Change Management processes ensure that changes to the IT environments, systems software, application systems, and data are applied in a manner that enforces appropriate segregation of duties; ensures that changes work and are implemented as required; and prevents changes from being exploited for fraudulent purposes. A lack of change management can seriously impact system and service availability.¹ Change management controls are a subset of General controls.

General controls are classified as:

...[those controls that] apply to all systems components, processes, and data for a given organization or systems environment. The objective of these controls is to ensure the appropriate development and implementation of applications.²

¹Institute of Internal Auditors, Global Technology Audit Guide 1: Information Technology Risks and Controls, 2nd Edition, 2012

²Institute of Internal Auditors, Global Technology Audit Guide 8: Auditing Application Controls, 2007

Highlights

Based on our review, we concluded that the change management controls were mostly adequate for the needs of the organization. Even so, we noted eight (8) observations, three (3) opportunities for improvement and two (2) commendable practices that were discussed with Colorado Springs Utilities IT management.

We are not including details concerning any potential vulnerabilities (or strengths) related to the security of those Colorado Springs Utilities facilities/functions. Disclosure of this information to the public would be contrary to the public interest in improving or maintaining secure information technology systems for Colorado Springs Utilities. The details of this audit are not required to be released to the public per C.R.S. § 24-72-204(2)(a)(VIII)(A).

Management Response

Management has agreed to address the issues. We will follow up on management's actions in future reports.

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.