



OFFICE OF THE CITY AUDITOR COLORADO SPRINGS, COLORADO

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A handwritten signature in black ink, appearing to read "Denny L. Nester".

18-17 Colorado Springs Utilities IT Capacity Planning

May 2018

Purpose

The purpose of this audit was to evaluate the adequacy, effectiveness, and efficiency of the controls in place ensuring that information systems are built/purchased in an appropriate capacity for the needs of the business. Given that capacity planning is a broad concept, this audit focused on the processes in place which ensure CSU is purchasing software that is both necessary and in an appropriate capacity to meet the needs of the organization.

Highlights

Processes relevant to three software packages were evaluated. Four observations and two opportunities for improvement were identified. It was noted that there were a few testing limitations due to lack of documentation to review.

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.