



OFFICE OF THE CITY AUDITOR COLORADO SPRINGS, COLORADO

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18-31 Colorado Springs Utilities Disaster Recovery and Business Continuity

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Purpose

The purpose of this audit is to evaluate the adequacy, efficiency, and effectiveness of the controls to recover the critical technology resources of Colorado Springs Utilities in the event of a technology disaster as well as ensure limited disruption of services provided to the public.

Highlights

Based on our review, we concluded that the processes and controls were mostly adequate to protect the organization for purposes of a technology disaster recovery and/or business continuity event. We noted five (5) observations and five (5) opportunities for improvement that were discussed with Colorado Springs Utilities.

In scoping this audit, our office identified Information Technology Department Disaster Recovery activities. We decided that we would only select a single critical application system to be tested. A limited, failover datacenter review was also included in the scope.

We are not including details concerning any potential vulnerabilities (or strengths) related to the security of those Colorado Springs Utilities facilities and 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.