



# OFFICE OF THE CITY AUDITOR COLORADO SPRINGS, COLORADO

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## 20-27 Colorado Springs Utilities Billing User Access Audit

October 2020

### **Purpose**

The purpose of this audit was to evaluate Colorado Springs Utilities internal controls surrounding user access to customer billing and payment systems. Our objective was to determine that access was appropriate for job requirements and provided adequate segregation of duties.

### **Highlights**

We conclude that overall, Colorado Springs Utilities controls over access to the customer billing and payment applications were adequate to ensure appropriate access and segregation of duties. Processes were functioning as intended and in compliance with policies and procedures.

The Office of the City Auditor issued a billing audit in September 2013 (Report 13-14) that included a review of user access to the customer billing application. There were no reportable issues related to user access.

Access to customer billing and payment systems was administered by the Customer Applications Management department within the Customer and Corporate Services Division. Access requests are submitted through the information systems service portal and periodic user access reviews were managed by the Governance Compliance Management department.

Auditors noted a commendable practice during the audit related to user access validations. Colorado Springs Utilities performs regularly scheduled user access reviews and findings are addressed as required based on assessed risk.

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