



# OFFICE OF THE CITY AUDITOR COLORADO SPRINGS, COLORADO

Jacqueline M. Rowland  
City Auditor, CPA CFE PMP

A handwritten signature in cursive script, appearing to read "Jacqueline M. Rowland".

## 21-13 City of Colorado Springs Information Technologies Security

May 2021

### ***Purpose***

The purpose of this project was to partner with the City's Information Technology (IT) Department to evaluate the use of non-technical incident response model, mobile device software management, privileged account management, and patch management.

### ***Highlights***

Based on our review, we concluded that the processes and controls could be improved to further protect the organization for purposes of securing the City's IT assets and critical functions. We noted three (3) commendable practices, two (2) opportunities for improvement and five (5) observations that were discussed with City IT Department leadership. Management agreed with our recommendations. Management also provided responses for our follow up to ensure corrective actions are implemented in a timely manner.

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

We would like to thank the City Information Technology Department for their support and cooperation during this audit.

### ***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.