Detailed Follow Up Report - Auditor Determined Status

Rec#	Recommendation	Auditor FollowUp	City Auditor's Status	Closed
2403	**Identity and Access Management**		Issued: **6/14/2024**	
01	City IT should implement the recommendations identified in the detailed Protiviti report and work with departments to address specific areas that may impact them. Recommendation details are confidential.	Jan 2025: The department is in the process of reviewing user and service accounts and following up with city departments. June 2025: The department continues to make progress. Audit will verify progress at the next update.	In Progress	☐
02	City IT should implement the recommendations identified in the detailed Protiviti report and work with departments to address specific areas that may impact them. Recommendation details are confidential.	Jan 2025: IT Security is working on MFA requirements throughout the City, updating policy for MFA requirements and creating formal procedures to request exclusions from a policy. June 2025: The Department continues to make progress. Audit will verify progress at the next update.	In Progress	☐
03	City IT should implement the recommendations identified in the detailed Protiviti report and work with departments to address specific areas that may impact them. Recommendation details are confidential.	Jan 2025: The department is working with city departments to review critical systems and configuration to develop updated policy requirements. June 2025: The Department continues to make progress. Audit will verify progress at the next update.	In Progress	☐
04	City IT should implement the recommendations identified in the detailed Protiviti report and work with departments to address specific areas that may impact them. Recommendation details are confidential.	Jan 2025: The department reported it is working on publishing an account management policy. June 2025: The Department continues to make progress. Audit will verify progress at the next update.	In Progress	☐
05	City IT should implement the recommendations identified in the detailed Protiviti report and work with departments to address specific areas that may impact them. Recommendation details are confidential.	Jan 2025: The department is in the process of updating its policies and configuring tools to strengthen password management. June 2025: The Department continues to make progress. Audit will verify progress at the next update.	In Progress	☐
06	City IT should implement the recommendations identified in the detailed Protiviti report and work with departments to address specific areas that may impact them. Recommendation details are confidential.	Jan 2025: The Department is in the process of updating policy requirements and reviewing user/service accounts, including reviewing requirements with applicable City Departments. June 2025: The Department continues to make progress. Audit will verify progress at the next update.	In Progress	☐

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07	City IT should implement the recommendations identified in the detailed Protiviti report and work with departments to address specific areas that may impact them. Recommendation details are confidential.	Jan 2025: IT is evaluating the functionality of its work order ticketing system for managing access changes and expanding system use for departments. June 2025: The Department continues to make progress. Audit will verify progress at the next update.	In Progress	☐
08	City IT should implement the recommendations identified in the detailed Protiviti report and work with departments to address specific areas that may impact them. Recommendation details are confidential.	Jan 2025: Not yet started, the department plans to meet with Audit, PD, and Legal to discuss log retention requirements. June 2025: The Department continues to make progress. Audit will verify progress at the next update.	In Progress	☐
09	City IT should implement the recommendations identified in the detailed Protiviti report and work with departments to address specific areas that may impact them. Recommendation details are confidential.	Jan 2025: IT is evaluating the functionality of its work order ticketing system for managing access changes and expanding system use for departments. June 2025: The Department continues to make progress. Audit will verify progress at the next update.	In Progress	☐
10	City IT should implement the recommendations identified in the detailed Protiviti report and work with departments to address specific areas that may impact them. Recommendation details are confidential.	Jan 2025: The Department is in the process of updating policy requirements including meeting with applicable City Departments to discuss user access review procedures. June 2025: The Department continues to make progress. Audit will verify progress at the next update.	In Progress	☐
11	City IT should implement the recommendations identified in the detailed Protiviti report and work with departments to address specific areas that may impact them. Recommendation details are confidential.	Jan 2025: IT Security is in the process of updating policies pertaining to user access, acceptable use of technology, account management, asset management, system access control, and network security policy. June 2025: The Department continues to make progress. Audit will verify progress at the next update.	In Progress	☐
12	City IT should implement the recommendations identified in the detailed Protiviti report and work with departments to address specific areas that may impact them. Recommendation details are confidential.	Jan 2025: The Department is in the process of updating policy requirements and meeting with applicable City Departments to identify systems capable of utilizing single sign on for authentication. June 2025: The Department continues to make progress. Audit will verify progress at the next update.	In Progress	☐