

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. Sept 2025: This recommendation is in progress. Feb 2026: Update will be provided in 4Q. Jun 2026: No updates were reported.	In Progress	<input type="checkbox"/>
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. Sept 2025: This recommendation is in progress. Feb 2026: Update will be provided in 4Q. Jun 2026: No updates were reported.	In Progress	<input type="checkbox"/>
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. Sept 2025: This recommendation is in progress. Feb 2026: Update will be provided in 4Q. Jun 2026: No updates were reported.	In Progress	<input type="checkbox"/>
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. Sept 2025: This recommendation is in progress. Feb 2026: Update will be provided in 4Q. Jun 2026: No updates were reported.	In Progress	<input type="checkbox"/>

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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. Sept 2025: This recommendation is in progress. Feb 2026: Update will be provided in 4Q. Jun 2026: No updates were reported.	In Progress	<input type="checkbox"/>
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. Sept 2025: This recommendation is in progress. Feb 2026: Update will be provided in 4Q. Jun 2026: No updates were reported.	In Progress	<input type="checkbox"/>
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. Sept 2025: This recommendation is in progress. Feb 2026: Update will be provided in 4Q. Jun 2026: No updates were reported.	In Progress	<input type="checkbox"/>
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. Sept 2025: This recommendation is in progress. Feb 2026: Update will be provided in 4Q. Jun 2026: No updates were reported.	In Progress	<input type="checkbox"/>

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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. Sept 2025: This recommendation is in progress. Feb 2026: Update will be provided in 4Q. Jun 2026: No updates were reported.	In Progress	<input type="checkbox"/>
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. Sept 2025: This recommendation is in progress. Feb 2026: Update will be provided in 4Q. Jun 2026: No updates were reported.	In Progress	<input type="checkbox"/>
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. Sept 2025: This recommendation is in progress. Feb 2026: Update will be provided in 4Q. Jun 2026: No updates were reported.	In Progress	<input type="checkbox"/>
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. Sept 2025: This recommendation is in progress. Feb 2026: Update will be provided in 4Q.	In Progress	<input type="checkbox"/>