

Detailed Follow Up Report - Auditor Determined Status

Rec#	Recommendation	Auditor FollowUp	City Auditor's Status	Closed
2503	Mark43 Application Controls		Issued: 6/20/2025	
1.1	Discontinue the use of the admin shared account.	Jan 2026: The department has disabled the shared admin account.	Implemented	<input checked="" type="checkbox"/>
1.2	Ensure user roles and permissions within Mark43 are evaluated and approved in accordance with the principles of least privileges and separation of duties and document the roles assigned to users based on their job duties. Once established, roles should remain static. In addition, ensure a review of all user roles/rights is performed on a periodic basis to certify access continues to be appropriate based on each user's current job position or duties.	Jan 2026: A process to review system accounts on a quarterly basis has been established with the first review completed in early December 2025.	Implemented	<input checked="" type="checkbox"/>
1.3	Work with the City IT Department to assess risks related to SaaS systems and update existing policies and procedures (AR136 – Networking and Computer Security) to address these risks, including evaluating when a SOC 2 or comparable assessment report of vendor-managed controls should be obtained and reviewed.	Jan 2026: Work on this recommendation is in progress. May 2026: This recommendation is pending update of Administrative Regulation 136 by City IT.	In Progress	<input type="checkbox"/>