



# OFFICE OF THE CITY AUDITOR COLORADO SPRINGS, COLORADO

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## 23-09 City of Colorado Springs Information Technology Account Management

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### **Purpose**

The purpose of this audit was to assess if an effective internal control system for user account management was utilized by the City of Colorado Springs that provides reasonable assurance the City will achieve objectives to minimize risk of unauthorized access to data systems.

### **Highlights**

Based on our review, we concluded that user account management processes and controls could be improved to further protect the organization for purposes of securing the City's Information Technology (IT) assets and critical functions. We noted two opportunities for improvement and five 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.

User account management is the administration of giving users system access appropriate for their role. Access control is a fundamental component of data security that manages who is allowed to access and use organizational information. Through accurate authentication and authorization, access control policies and practices ensure users are who they say they are, and that they have appropriate access to data. Access controls includes facilitating changes as user access requirements change.

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.