



PUBLIC INFORMATION

# INTERNAL AUDIT DEPARTMENT



## First Follow-Up Information Technology Audit: Auditor-Controller Information Technology General Controls

As of December 31, 2019

Audit No. 1949-A (Reference 1741-F1)  
Report Date: May 29, 2020

### Recommendation Status

1

Implemented

11

In Process

0

Not Implemented

0

Closed

## OC Board of Supervisors

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FIFTH DISTRICT



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Audit No. 1949-A  
(Reference 1741-F1)

May 29, 2020

To: Frank Davies, CPA  
Auditor-Controller

From: Aggie Alonso, CPA, CIA, CRMA  
Internal Audit Department Director

A handwritten signature in blue ink, appearing to be "Aggie Alonso", is written over the "From:" field.

Subject: First Follow-Up Information Technology Audit: Auditor-Controller Information  
Technology General Controls

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We have completed a follow-up audit of the IT General Controls administered by the Auditor-Controller as of December 31, 2019, original Audit No. 1741, issued March 6, 2019. Due to the sensitive nature of specific findings (restricted information), only the results for Finding Nos. 3, 11, and 12 immediately follow this letter. Results for the remaining findings are included in Appendix A (which is redacted from public release) and additional information including background and our scope is included in Appendix B.

Our First Follow-up Audit concluded the Auditor-Controller implemented one (1) recommendation and is in the process of implementing the remaining 11 recommendations. A second follow-up audit will be performed in approximately six months and a follow-up audit report form is attached to facilitate that audit. Any recommendations not implemented or in process at that time will be brought to the attention of the Audit Oversight Committee at its next scheduled meeting.

We appreciate the assistance extended to us by Auditor-Controller personnel during our follow-up audit. If you have any questions, please contact me at 714.834.5442 or Assistant Director Scott Suzuki at 714.834.5509.

Attachments

Other recipients of this report:

- Members, Board of Supervisors
- Members, Audit Oversight Committee
- Auditor-Controller Distribution
- Foreperson, Grand Jury
- Robin Stieler, Clerk of the Board of Supervisors
- Eide Bailly LLP, County External Auditor

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RESULTS

<b>FINDING NO. 1</b>	Removed due to the sensitive nature of the finding.
<b>FINDING NO. 2</b>	Removed due to the sensitive nature of the finding.
<b>FINDING NO. 3</b>	<b>Change Management Process</b>
<b>CATEGORY</b>	<b>Critical Control Weakness</b>
<b>RECOMMENDATION</b>	<p>We recommend Auditor-Controller create and implement formal change management processes including:</p> <ol style="list-style-type: none"> <li>1) Documenting proper management review, approval, and testing of changes prior to deploying changes into the production environment.</li> <li>2) Limiting vendor access to the department's production environment, where feasible.</li> <li>3) Considering creation of a departmental change advisory/review board with periodic meetings to ensure that all changes are discussed, reviewed, approved, and documented prior to deployment into production. For emergency changes, the board should ensure changes are reviewed post-implementation.</li> </ol>
<b>CURRENT STATUS &amp; PLANNED ACTION</b>	<p><b>In Process.</b> Auditor-Controller is still reviewing and validating all VTI vendor access to the VTI production environment and is still developing policy and procedures governing change management over critical systems.</p> <p>Based on the actions taken by Auditor-Controller, we consider this recommendation to be in process.</p>
<b>FINDING NO. 4</b>	Removed due to the sensitive nature of the finding.
<b>FINDING NO. 5</b>	Removed due to the sensitive nature of the finding.
<b>FINDING NO. 6</b>	Removed due to the sensitive nature of the finding.



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<b>FINDING NO. 7</b>	Removed due to the sensitive nature of the finding.
<b>FINDING NO. 8</b>	Removed due to the sensitive nature of the finding.
<b>FINDING NO. 9</b>	Removed due to the sensitive nature of the finding.
<b>FINDING NO. 10</b>	Removed due to the sensitive nature of the finding.
<b>FINDING NO. 11</b>	<b>Data Backup Tape Inventory Utility Access</b>
<b>CATEGORY</b>	<b>Control Finding</b>
<b>RECOMMENDATION</b>	We recommend Auditor-Controller timely remove access for employees who are no longer with A-C IT or whose primary job duties no longer involve backups. Further, we recommend Auditor-Controller periodically review access to the backup tape inventory utility to ensure that access is appropriately assigned to individuals with a direct business need.
<b>CURRENT STATUS &amp; PLANNED ACTION</b>	<p><b>In Process.</b> Auditor-Controller has taken action to implement the recommendation by removing unnecessary user accounts to the physical data backup tape inventory management online utility, but is still developing and finalizing policy and procedures governing the periodic user access certification review.</p> <p>Based on the actions taken by Auditor-Controller, we consider this recommendation to be in process.</p>
<b>FINDING NO. 12</b>	<b>Privileged New User Access Documentation</b>
<b>CATEGORY</b>	<b>Control Finding</b>
<b>RECOMMENDATION</b>	We recommend Auditor-Controller properly document management authorization and requests for privileged new user access to network resources.





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**CURRENT STATUS & PLANNED ACTION**

**In Process.** Auditor-Controller has taken action to implement a process to submit an IT helpdesk ticket when requesting and authorizing new user accounts that require privileged access to critical network resources, but is still developing and finalizing the policy and procedures governing privileged user access management.

Based on the actions taken by Auditor-Controller, we consider this recommendation to be in process.

**AUDIT TEAM**

Scott Suzuki, CPA, CIA, CISA, CFE	Assistant Director
Jimmy Nguyen, CISA, CFE, CEH	IT Audit Manager II
Scott Kim, CPA, CISA, CFE	IT Audit Manager I
Mari Elias, MA	Administrative Services Manager



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**APPENDIX A: RESTRICTED INFORMATION**

Content in Appendix A has been removed from this report due to the sensitive nature of the specific findings.



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**APPENDIX B: ADDITIONAL INFORMATION**

<b>SCOPE</b>	Our follow-up audit was limited to reviewing actions taken by Auditor-Controller as of December 31, 2019 to implement the 12 recommendations from our original audit dated on March 6, 2019.
<b>BACKGROUND</b>	<p>The original audit reviewed selected information technology general controls over security management, change management processes, and computer operations at the Auditor-Controller for the year ended February 28, 2018. In addition, the scope was limited to Auditor-Controller network and critical applications managed by A-C IT.</p> <p>The original audit identified four (4) Critical Control Weaknesses, four (4) Significant Control Weaknesses, and four (4) Control Findings.</p>

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APPENDIX C: FOLLOW-UP AUDIT IMPLEMENTATION STATUS

Implemented	In Process	Not Implemented	Closed
<p>The department has implemented our recommendation in all respects as verified by the follow-up audit. No further follow-up is required.</p>	<p>The department is in the process of implementing our recommendation. Additional follow-up may be required.</p>	<p>The department has taken no action to implement our recommendation. Additional follow-up may be required.</p>	<p>Circumstances have changed surrounding our original finding/ recommendation that: (1) make it no longer applicable or (2) the department has implemented and will only implement a portion of our recommendation. No further follow-up is required.</p>

