



# OFFICE OF THE CITY AUDITOR COLORADO SPRINGS, COLORADO

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## 23-15 Colorado Springs Utilities Customer Technology Modernization Implementation

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### **Purpose**

The purpose of this project was to monitor the replacement of the Colorado Springs Utilities billing system, known as the Customer Technology Modernization (CTM) program. The audit included monitoring of data governance, security, quality assurance, and internal controls.

### **Highlights**

Based on our review, we conclude the billing system implementation was effectively managed to ensure that data governance, security, quality assurance, and internal controls were properly addressed.

External costs for the billing system replacement were approximately \$19,700,000. This includes the system integrators, hardware, software, staff augmentation, and miscellaneous other expenses. Additional costs were incurred for salary expenses for Utilities staff dedicated to the project.

The Office of the City Auditor noted six (6) commendable practices and one (1) opportunity for improvement. Management agreed with our recommendation and has already implemented steps to remediate the opportunity for improvement.

We are not including details concerning any potential vulnerabilities (or strengths) related to the security of those Colorado Springs Utilities 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 Colorado Springs Utilities. 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 Colorado Springs Utilities for their support and cooperation during this audit.

### **Management Response**

Management was in agreement with our recommendation.

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.