23-22 Colorado Springs Utilities Information Technology Account Management

November 2023

Purpose

The purpose of this audit was to assess if an effective internal control system for user account management was utilized by Colorado Springs Utilities that provides reasonable assurance the Utility 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 Utilities Information Technology (IT) assets and critical functions. We noted three opportunities for improvement and three observations that were discussed with Utilities Information Technology, Cyber Security, and Human Resources departments' 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 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 the 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 the Colorado Springs Utilities Information Technology, Cyber Security, and Human Resources departments 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.