Detailed Follow Up Report - Auditor Determined Status

Rec#	Recommendation	Auditor FollowUp	City Auditor's Status	Closed
2303	**Ransomware Readiness Assessment**		**Issued:**	**6/15/2023**
1A	Maintaining Information Technology Continuity of Operations and Disaster Recovery Plans. (Specific recommendations are confidential)	Dec 2023: The department is working to develop a centralized prioritization strategy of critical systems and applications across all city departments. IT is working with city departments to verify asset inventories, identify critical systems, communication lines, backup strategies, and other information to develop its cybersecurity strategies and incident response playbooks. April 2024: The department continues to work towards implementing this strategy and estimates completion in October 2025. Sept 2024: The IT department has implemented a process to obtain/identify critical systems throughout the city, including meeting with departmental personnel to conduct a business impact analysis.	Implemented	☑
2A	Adoption and implementation of an enterprise Security Architecture Plan. (Specific recommendations are confidential)	Dec 2023: A cybersecurity strategy plan is in development. The department has created roadmap, with goals for the implementation of audit recommendations. April 2024: The department continues to work towards implementing this strategy and estimates completion in October 2025. Sept 2024: The IT Department has adopted the NIST Cybersecurity Framework as their IT standard of choice and has updated their IT security policies, including developing detailed Technical Security Controls.	Implemented	☑
3A	Incident Response Plan (Specific recommendations are confidential)	Dec 2023: IT Security is working on an overall IT incident management framework. April 2024: Efforts are ongoing and the department is currently evaluating applications that can be used to help manage response plans. Sept 2024: IT has developed an Incident Management Plan along with playbooks to be used as guides for responding to an event.	Implemented	☑

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4A	Alignment of responsibilities and communication between central IT and city departments. (Specific recommendations are confidential)	Dec 2023: The department reported they are working with Communications, Risk Management, and city leadership to establish communications processes that will be included in the IT Security Incident Management Plan. April 2024: This work is in progress and the department estimates completion by end of the fiscal year. Sept 2024: This recommendation is in progress.	In Progress	☐
5A	Accurate and complete asset inventories and logs. (Specific recommendations are confidential)	Dec 2023: The department reported that various IT units are working on implementing the recommendations. It is in the process of verifying asset inventories and is developing an application portfolio program to track all digital assets. Help desk ticketing and major incident processes are under review. April 2024: Efforts are ongoing. Sept 2024: The IT department has developed and updated policies/procedures to reflect the City's current IT environment.	Implemented	☑
6A	Access management (Specific recommendations are confidential)	Dec 2023: The department has acquired a new application for privileged access management, including third-party access and is working to develop the related policies. April 2024: This work is in progress. Sept 2024: IT has updated account management policies and procedures to help ensure consistency across the enterprise. Auditors will review additional processes and controls over third party management and periodic review of access as part of the IAM audit follow-ups.	Implemented	☑

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7A	Backup and restoration procedures. (Specific recommendations are confidential)	Dec 2023: The department reported that reviews of central backup strategies and local department backup processes are in progress. The new Enterprise Systems Engineering Manager will be performing a comprehensive review of the IT backup environment. April 2024: The department continues to work on evaluating and updating its backup policies, including extending backups timeframe for all essential city data and testing it for restoration. Sept 2024: This work is in progress. The backup policy has been updated and the department is working on developing and implementing a 90-day backup plan. It is also working with departments that perform their own backup.	In Progress	☐
8A	Communications during a ransomware event. (Specific recommendations are confidential)	Dec 2023: The department reported that it is working with the Office of Communications to review and update AR102 - Social Medial and Social Networking to address the recommendation. Training needs will be evaluated once the AR has been updated. April 2024: Updates to AR 102, Social Medial and Social Networking, are being reviewed and expected to be finalized by 6/30/2024. Sept 2024: The AR has been updated and the revisions are pending review and approval.	In Progress	☐