

Office of the City Auditor

City of San Diego

Performance Audit of the San Diego Convention Center's Information Technology Infrastructure

Presentation to the Audit Committee

January 7, 2013



Overview

- San Diego Convention Center (SDCC) contracted with City Auditor's Office to audit information technology network infrastructure.
 - SDCC reimbursed City for all audit expenses.
- This audit was the first of four recommended audits identified through our high-level risk assessment of SDCC IT Services.
 1. IT infrastructure operations and security;
 2. The financial system;
 3. The outsourced human resources system contract; and
 4. The management of IT system implementations; specifically, the implementation of the customer relationship management system.

Audit Objectives

- Identify security and operational risks to SDCC's IT infrastructure; and
- Confirm our initial assessment included the primary areas of risk to the SDCC's IT services.

Audit Results

- We found that SDCC has reduced internal risks to their IT infrastructure through outsourcing key services.
- Our audit did not have any significant findings, but we noted several opportunities for improving IT controls and enhancing IT security.

Recommendations

- Opportunities for improving IT controls and enhancing IT security include:
 - ◆ Additional Segregation of Duties between privileged IT roles should be implemented where possible;
 - ◆ Logging can be better tailored to meet convention center security and troubleshooting needs;
 - ◆ Security documentation can be improved and formally approved by organization management; and
 - ◆ IT Governance documentation can be improved.

Questions

Eduardo Luna, City Auditor

cityauditor@sandiego.gov

(619) 533-3165