

Report #1902

Audit Follow-Up: Select City Cybersecurity Controls (Report #1718, Issued September 15, 2017)



March 5, 2019

City of Tallahassee
Office of the City Auditor

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PREAMBLE

We elected to issue a public report presenting at a summary level the results of our Follow-Up on the Audit of Select City Cybersecurity Controls (#1718). Details of certain aspects and characteristics of the City's information technology (IT) systems, for which disclosure may be in violation of Florida Statutes, Section 281.301 and good business practices, have intentionally not been included in this public report. To facilitate corrective measures and actions based on our audit work, a separate report containing those details has been prepared and issued to appropriate City officials, management, and staff. That separate report is substantially exempt from disclosure under Florida Statutes, Section 119.071 and Section 281.301, as relating to or revealing security systems.

This is the first follow-up of audit #1718. The purpose of this follow-up is to report on the progress and status of efforts, as of December 31, 2018. To determine the status of the action plan steps, we interviewed staff and reviewed relevant documentation.

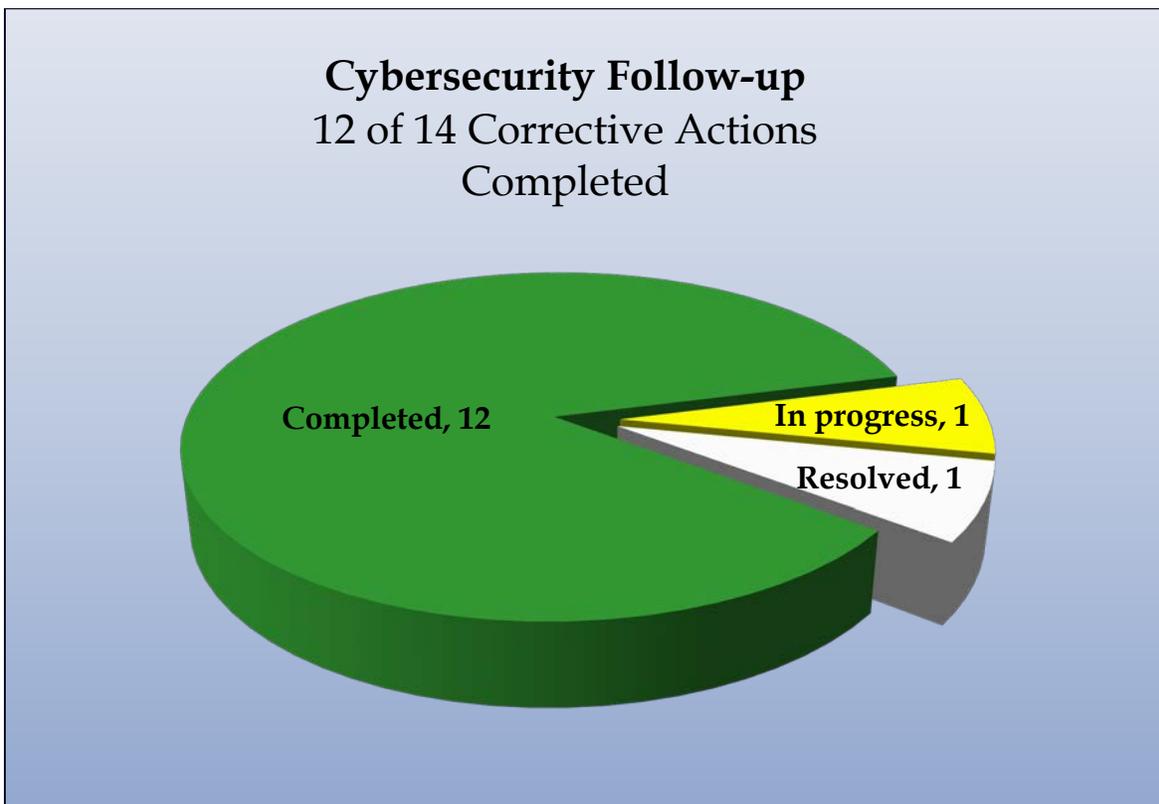
FOLLOW-UP SUMMARY

Summary from Original Report #1718: In the areas selected and reviewed, our audit showed overall, the City has reasonable and adequate cybersecurity measures in place to reduce the City's exposure to cyberattacks. Those measures include procedures to block harmful emails, restrict and monitor third-party access to the City's network, and preclude damage to the City's website. We did note areas where enhancements should be made to strengthen the existing procedures.

This audit was conducted to evaluate the adequacy of cybersecurity controls established by the City to reasonably reduce the risk of data loss and corruption resulting from certain types of cyberattacks.

The specific audit objectives included the following: (1) Determine if reasonable controls have been implemented to address the City's exposure to threats launched by malicious parties through the City's email system; (2) Determine if the City is adequately managing and monitoring access to the City's network provided to third-parties for the purpose of precluding those parties from unauthorized uses or manipulation of City data; and (3) Determine if reasonable controls have been implemented to address the City's exposure to "command injection" threats launched by malicious parties through the City's primary website.

Report #1902: The purpose of this follow-up was to provide an update as to management's progress in addressing the 14 action plan steps established in response to our initial audit recommendation. As summarized in the graph below, as of December 31, 2018, all 14 steps were due for completion. Of those 14 steps, 13 had been completed or resolved (Steps 1-12 and 14) and one step was still in progress (Step 13).



MANAGEMENT'S RESPONSE

I am pleased to see that the follow-up audit of Select City Cybersecurity shows that substantial progress has been made to the Cybersecurity controls for the City. The results indicated that Technology and Innovations department is continuing to provide a cybersecurity platform for the protection of the City and citizen's data. Our mission is to continue to provide a high quality of security while maintaining continuous improvement to our existing platform and this audit, and responsiveness to its findings, helps to achieve that mission. I would like to thank the audit team for the professional analysis and detailed process that was utilized. I would also like to thank the Technology and Innovations Infrastructure staff for the commitment to providing the best possible cybersecurity measures possible for the City and its residents.

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ACKNOWLEDGMENTS

We would like to express our appreciation to the management and staff of Technology and Innovations and Communications for their cooperation and assistance during this follow-up audit.

PROJECT TEAM

Engagement was conducted by:

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STATEMENT OF ACCORDANCE

The Office of the City Auditor's mission is to provide the City Commission an independent, objective, and comprehensive auditing program of City operations; to advance accountability through the provision of assurance and advisory services; and to actively work with Appointed Officials in identifying risks, evaluating controls, and making recommendations that promote economical, efficient, and effective delivery of City services.

The purpose of this follow-up was to provide an update as to management's progress in addressing the action plan steps established in response to our initial audit recommendation. To determine that progress, we interviewed applicable staff and obtained and reviewed relevant records and reports.

We conducted this follow-up audit in conformance with the International Standards for the Professional Practice of Internal Auditing and Generally Accepted Government Auditing Standards. Those standards require we plan and perform the follow-up audit to obtain sufficient, appropriate evidence to provide a reasonable basis for our findings and conclusions based on our follow-up audit objectives. We believe the evidence obtained provides a reasonable basis for our findings and conclusions based on our objectives.

Please address inquiries regarding this report to the Office of the City Auditor at (850) 891-8397 or auditors@talgov.com.

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