



The Executive Summary should be interpreted within the context of the complete engagement report.

August 2023

BACKGROUND

The IT Department's operations are critical to City operations' success. From facilitating communication and collaboration, to managing crucial data, IT touches every department in the City. The IT Department is the backbone of City operations.

IT is composed of five divisions:

- Administration
- Software Solutions
- Technical Infrastructure
- Program Management Office
- Information Security Office

These divisions report to a division manager, who reports to the Chief Information Officer. Staffing is a combination of full-time staff, contractors, and contingent workers.

Information Technology Operational Assessment

SCOPE

The scope was limited to examining IT organizational structure, operations, and client feedback.

OBJECTIVES

- Evaluate the effectiveness of the current Information Technology (IT) organizational structure in the context of executing its mission.
- Identify additional risk areas for future audit engagements.

CONCLUSIONS

Based on the results of our engagement procedures, we conclude that the IT Department requires a comprehensive action plan to address critical areas such as organizational structure, communication, project management, and overall support of the City.

KEY RECOMMENDATIONS AND RESPONSE

We recommend that the Information Technology Department review the survey results both internally within the department and with key City stakeholders. The IT Department should also develop a comprehensive action plan with a clear timeline to address the areas of deficiencies as identified through the surveys and interviews. The action plan should, at a minimum, address the following key areas:

1. Strategic Vision & Plan
2. Organizational Structure
3. Communication & Collaboration
4. Project Management
5. Department-Specific Support

The action plan should also incorporate regular progress updates and realistic timelines.

MANAGEMENT RESPONSE

The IT Department agrees with internal audit findings and has established comprehensive work plans to address the recommendation. The full management response can be found in the audit report.

View full audit report here: [Link](#)