



City of Phoenix

**Mission Statement**

To improve the quality of life in Phoenix through efficient delivery of outstanding public services.

**Project Team**

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*Sr. Internal Auditor – IT*

**Project Number**

1240049

This report can be made available in alternate format upon request.

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## Information Technology Services (ITS) Server Configuration & Patch Management Follow-up

July 2, 2024

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The City Auditor Department contracted with BerryDunn, LLC, an external audit firm, to assess the Information Technology Services (ITS) security of server configurations and server patch management practices.

BerryDunn, LLC evaluated the following areas:

- Governance - appropriate standards and procedures for configuring and patching servers.
- User access security - users are assigned access based on business need, with an emphasis on privileged accounts.
- Configuration parameter settings - minimum security standards are implemented across server platforms.
- Security logging and monitoring - logs are centrally stored and monitored.
- Remediation of prior audit findings

BerryDunn, LLC identified items for improvement in all audited areas. Due to the sensitive nature of the information contained in the report, the details of our report were only shared with department management, City management, and the City Audit Committee.

BerryDunn, LLC was contractually obligated to conduct this performance audit in accordance with generally accepted government auditing standards. Those standards require that BerryDunn, LLC plan and perform the performance audit to obtain sufficient, appropriate evidence to provide a reasonable basis for our findings and conclusions based on our audit objectives.

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