

To: Thomas Dubocq, Director, IT Infrastructure

From: Karen Wittlinger, IT Audit Director

Date: May 7, 2020

**Subject:** Microsoft Teams Cloud Implementation Project

## Background

The Microsoft (MS) Teams application works within the Microsoft 365 set of products and is a collaborative workspace platform providing tools which enable groups of individuals to chat, create audio and video meetings, share files and other functions on desktop and mobile devices. Additional approved applications can be added for planning, scheduling, analytics, etc.

Citizens utilizes disparate applications to provide chat, meetings and audio/video conferencing along with standard email and file sharing solutions. To better serve the needs of the company and reduce expenses associated with other collaboration applications, the decision was made to implement MS Teams. Project work began in 2019 with a pilot program. Due to the onset of the Covid-19 virus and the need for staff to work remotely, management requested that the project be fast-tracked so that employees and external parties working with Citizens would have an additional collaboration platform with integrated features to communicate. The new application further serves to support one of the Citizens 2020 goals to identify, educate and effectively communicate with internal and external stakeholders.

Phase I of the project was implemented in April and includes features such as team sites, limited filesharing, chat and meetings. Education materials and online training information were provided to staff to assist them in utilizing the application. There are analytics and reporting data available for operational management and to monitor organizational adoption.

Subsequent phases will be rolled out which will include additional features and control improvements, including completion of relevant IT Security policies.

## Objectives and Scope

IT management requested the Office of Internal Audit (OIA) participate in the project team and provide process, risk and controls advice for the implementation of MS Teams. The scope of our work focused on the following areas for Phase I:

- Facilitated a project risk assessment to ensure risks are properly identified, prioritized and managed. The risk assessment output will be used by IT management to validate that significant risks are being addressed and appropriate controls are implemented or planned as part of the phased implementation.
- Evaluated IT Security governance and compliance processes such as the validation of security configurations and the IT Security policy gap analysis to ensure significant risks are being appropriately managed.
- Reviewed and participated in user acceptance testing.

- Provided controls recommendations as needed.

## Results

Enterprise Risk (ER) facilitated risk discussions with cross-functional project team members and prepared a risk assessment outlining current, in progress and planned mitigation activities, risk rankings and whether the risks exist in the current environment or are specific to the project. Results were shared with IT leadership.

Internal Audit (IA) and ER monitored team discussions and decisions, reviewed and participated in user acceptance testing, and evaluated the IT Security policy matrix and configuration testing results. Our assessment confirmed that adequate attention was focused on significant risks identified in the risk assessment process. We also validated that decisions were agreed with IT management and regular status updates were provided.

Phase I was implemented on April 20, 2020. While no significant issues have been observed since the implementation, IA suggests that continued focus be given to the significant risks identified, such as data loss protection and configuration management/change control, to ensure that in progress and planned controls are tested and implemented within a reasonable time period.

IA will continue to monitor the project through the remaining phases with continued risk assessment facilitation by ER.

OIA would like to thank management and staff for their cooperation and professional courtesy throughout our participation in the project.

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