

# INFORMATION TECHNOLOGY AUDITS

## Ten Open Audit Issues - Status as of May 31, 2016

Issue Name / No.	Rating	Target Completion Date	Months Open	Functional Area	Status of Management Action Plans
<b>Data Warehouse (Audit Report - May 2014)</b>					
Source Data Extract, Transformation and Loading (#380)	Med	Sept 2016	24	Application Development	Implementation of balance controls for Corporate Analytics, Claims, Policy/Underwriting, and Accounting is on schedule for completion by September 2016.
<b>General Computer Controls (Audit Report - Apr 2015)</b>					
Administrative Access and Security Controls (#418)	Med	Dec 2016	13	Infrastructure	Phase 1 of the Active Directory project, evaluation of vendor submissions and assignment of a Project Manager, is complete. The project is on schedule for completion by December 2016.
Citizens Insurance Suite - Job Scheduler Access (#423)	Med	Apr 2016	13	Operations	Work on this project has been delayed due to re-prioritization within IT since much of the initial risks identified in the audit have been addressed. We will request an extension of the target completion date to August 2016.
<b>Rate Accuracy (Audit Report - Aug 2015)</b>					
Administrative Access – Production Servers (#445)	Med	Aug 2016	9	Operations and Security	After evaluating and testing several potential solutions, IT and OIA agreed that the most cost effective approach at this time for addressing the issues identified in the audit is to implement an automated monitoring and alerting process. This process will begin by August 2016.
<b>Auditor General (Audit Report - Aug 2015)</b>					
Property Controls (#453)	Med	Sept 2016	9	Asset Management	The IT asset inventory alignment and asset handling process updates are on schedule for completion by September 2016.
<b>Citizens Authentication Gateway (Audit Report - Dec 2015)</b>					
Security Administrator Role (#459)	Med	June 2016	5	I&O / Application Delivery	A periodic administrator access review process is in place. A system enhancement to correct the issue identified in the audit is scheduled for release in June. This issue is on target for completion by June 2016.
User Records In CAG (#460)	Low	June 2016	5	Application Delivery	IT and business units have continued to work on correcting issues. System enhancements that will address the remaining issues identified in the audit are scheduled for release in June. This issue is on target for completion by June 2016.

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<b>Systems Development Lifecycle (Audit Report - Mar 2016)</b>					
Alignment with Best Practices Based on Global Standards (#468)	Med	June 2016	2	Application Delivery	The new SDLC checklist, which defines three mandatory deliverables for applicable projects, has been implemented. Revised SDLC process and deliverable templates are in process. This issue is on target for completion by June 2016.
Application of Citizens SDLC to Software Projects (#469)	Med	June 2016	2	Application Delivery	An SDLC compliance tracking and reporting process is on schedule for implementation by June 2016.
Compliance of Qualifying Software Projects with Citizens SDLC (#470)	Med	June 2016	2	Application Delivery	An SDLC quality assurance process is on schedule for implementation by June 2016.