



City of San Antonio

Agenda Memorandum

File Number:
{{item.tracking_number}}

Agenda Item Number: 5

Agenda Date: April 27, 2022

In Control: Audit and Accountability Committee Meeting

DEPARTMENT: Office of the City Auditor

DEPARTMENT HEAD: Kevin Barthold

COUNCIL DISTRICTS IMPACTED: Citywide

SUBJECT:

Acceptance of the Office of the City Auditor Report AU21-007 of the Human Resources Department's Controls Related to Remote Working

SUMMARY:

Determine if sufficient controls are in place related to remote working to include policies, procedures, system security, and sensitive information.

BACKGROUND INFORMATION:

Background

The Remote Work Program created a mechanism for employees to work with their supervisors to schedule all or portions of their work week away from their regular worksite. Participating employees work a regular, full workday, but the Remote Work Program allows for the frequency and duration of office hours to be scheduled differently throughout the day and between individual days of the week.

Administrative Directive (AD) 4.21 provides guidelines and requirements for the City's remote work program, detailing remote work and telecommuting options. This AD was created and implemented in March 2020 and revised in June 2021 based on feedback received from department Directors.

AD 4.21 contains a Remote Work Authorization Form that must be completed and signed by the employee, supervisor, and department director prior to participating in the program. The form outlines the terms and conditions of the remote work/telecommuting arrangement.

Scope & Methodology

The audit scope was from March 2020 through November 2021. We reviewed policies and procedures, system documentation, and user access reports. We interviewed HR and ITSD management and staff to gain an understanding of the Remote Work Program and the associated AD 4.21. We also reviewed Remote Work Authorization Form tracking, training/education/awareness, use of technology related to remote access, collaboration tool security, and asset inventory.

Conclusion

We determined that sufficient controls are in place for employees to work remotely. COSA has adequate Administrative Directives, training materials, guideline documents, and security awareness training videos that are related to system security, use of technology, and sensitive information for remote work and teleconferencing.

We verified multiple virtual collaboration tools and secured connections to access the network remotely are available to all employees, and all have secure settings and features to ensure privacy, data security, and protection against cyber-attacks.

However, we identified opportunities to strengthen the controls associated with monitoring and tracking the Remote Work Program's Work Authorization Form that is required to be acknowledged and signed by all remote employees.

We recommended the Director of the Human Resources Department develop and implement a process for departments to ensure that all Remote Work Authorization Forms are completed and signed by their employees. We further recommend that the Director of Human Resources provide Department Directors with a report of all Remote Work Authorization Forms on file on a regular basis to be used for individual department verification.

Management agreed with the recommendations and developed positive corrective action plans.

ISSUE:

This item is for briefing only.

FISCAL IMPACT:

This item is for briefing only.

ALTERNATIVES:

This item is for briefing only.

RECOMMENDATION:

Staff recommends acceptance of this audit.