City of San Antonio

Agenda Memorandum

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Agenda Item Number: 2

Agenda Date: March 12, 2024

In Control: Audit Committee

DEPARTMENT: Office of the City Auditor

DEPARTMENT HEAD: Kevin Barthold

COUNCIL DISTRICTS IMPACTED: Citywide

SUBJECT:

Acceptance of the Office of the City Auditor Report AU23-010 Audit of ITSD/DSD Accela.

SUMMARY:

Determine if application controls for the Accela system are adequate and data is accurate and reliable.

BACKGROUND INFORMATION:

Background

The Development Services Department (DSD) is responsible for coordinating land and building development throughout the City. In partnership with other City departments, DSD helps homeowners, business owners, and those in the commercial industry plan and execute development projects.

For years, DSD has utilized disparate systems to deliver permit, inspection, land development, and code enforcement services to their customers. These systems became outdated and were unable to easily adapt to DSD's changing business needs. In 2012, a business need to replace the outdated systems was identified, and BuildSA was formally initiated. BuildSA is the designated name of the project (or software system) that has either replaced or integrated with many of the systems used today by DSD. The provider or vendor of the system is Accela.

The Information Technology Services Department (ITSD) is responsible for the confidentiality, integrity, security, and availability of Accela and the supporting infrastructure.

Due to the complexity of DSD business and the number of resources required to deploy a system like this, the project was divided into two phases that follow the development process:
Release 1 included activities associated with horizontal development such as zoning, platting and construction inspections (Land Development). Release 1 was implemented on October 1, 2018.
Release 2 included activities associated with horizontal construction, such as plan review, permitting, inspections, building-related fire permits, and includes code enforcement activities (Building Development and Code Enforcement). Release 2 was implemented on November 30, 2020.

Scope & Methodology

The audit scope was October 2022 through October 2023. We reviewed general IT controls including user access, configuration management, incident management, backup and recovery, and interfaces with other systems. We also reviewed performance measures, refund processing, revenue collection, and reconciliations.

Conclusion

We determined that DSD and ITSD have adequate application controls in place to ensure data is accurate and reliable.

ISSUE:

This item is presented for acceptance by the Audit Committee.

FISCAL IMPACT:

NA

ALTERNATIVES:

NA

RECOMMENDATION:

Staff recommends acceptance of this audit report.