Audit and Accountability Committee

Audit of DSD Accela System Release 2

Presented by: Kevin Barthold, City Auditor

April 27, 2022

Objective and Conclusion
DSD Accela System Release 2

Audit Objective

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

Overall Conclusion

The system is working as intended to provide a more efficient and effective way for customer interaction and servicing.

However, significant opportunities exist to strengthen controls for:

User Access	System Backup Testing
Segregation of Duties	System Incident Tracking
Revenue Account Reconciliations	Open Job Tracking

Results

User Access

Excessive user accounts with Admin authority
Excessive user accounts with refund ability
Multiple user accounts of withdrawn employees
Multiple user accounts inactive for > 180 days

Results

Segregation of Duties

System developers have update access to production environment

Revenue Account Reconciliation

Reconciliations are not performed between the Accela revenue accounts and SAP, the accounting system of record

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Results

Backup and Recovery

Accela data backups are not periodically tested

Incident Management

Service-related incidents are not resolved within SLA standards
Significant backlog of outstanding incident tickets

Results

Open Jobs

Status of permit and inspection applications are not current

DSD Accela System Release 2

DSD, ITSD, and Finance management have agreed with recommendations and have developed coordinated action plans to address the issues.

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