

April 21, 2025

Cedric Hudson, Director
Planning & Sustainability
DeKalb County, GA
178 Sams Street
Decatur, Georgia, 30030

RE: 3rd Follow-Up on the Status of Management Action Plans – Infor Public Sector (Hansen) IT General Controls Audit - Audit Report No. IA-2021-015-IT

Dear Mr. Hudson

As required by DeKalb County, Georgia – Code of Ordinances/Organizational Act Section 10A- Independent Internal Audit (I), I have attached the Office of Independent Internal Audit's report on the status of management actions taken to address the findings contained in the referenced audit report. The conclusions in this follow-up report are limited to the implementation status and not the effectiveness of the completed action plans, which may be assessed in a future audit

Status of Audit Findings

Based on our review of management responses to the findings, the current status is outlined in the table below. Management is continuing to work on completing the corrective action plans.

Finding No.	Report Finding	Status of Management Action Plans as of March, 2024	Status of Management Action Plans as of August 21, 2024	Status of Management Action Plans as of April 21, 2025
1	The Application's Password Configuration Does Not Align with The County's Password Policy	Partially Complete	Closed	
2	Existence Of Dormant User Accounts on The Hansen Application	Open	Partially Complete	Closed
3	Unauthorized Hansen Access by New Users	Open	Closed	
4	Users And Roles' Privilege Assignment Need Review	Open	Partially Complete	Closed
5	Superuser User Roles' Assignment to User Accounts Needs Review	Open	Closed	
6	Hansen Audit Logs' Use Needs Optimization	Open	Open	Mgt Assume Risk
7	Hansen Incident Tickets Not Resolved Timely	Open	Open	Partially Complete
8	Contract Management Processes Need Improvement	Partially Complete	Partially Complete	Closed
9	The Hansen Application Patch Management Needs Improvement.	Partially Complete	Partially Complete	Partially Complete

Please contact me if you require additional information.

Sincerely,

Lavois Campbell, CIA, CISA, CFE, CGA - CPA



Chief Audit Executive

cc. Lorraine Cochran-Johnson, Chief Executive Officer

Robert Patrick, Board of Commissioners District 1

Michelle Long Spears, Board of Commissioners District 2

Nicole Massiah, Board of Commissioners District 3

Chakira Johnson, Board of Commissioners District 4

Mereda Davis Johnson, Board of Commissioners District 5

Ted Terry, Board of Commissioners Super District 6

LaDena Bolton, Board of Commissioners Super District 7

Gloria G. Gray, Audit Oversight Committee

Adrienne T. McMillion, Vice -Chairperson, Audit Oversight Committee

Lisa Earls, Chairperson pro-tem, Audit Oversight Committee

Tanja Christine Boyd-Witherspoon, Chairperson, Audit Oversight Committee

Harold Smith, Audit Oversight Committee

Dr. G. Leah Davis, CEO's Chief of Staff

William Jones, CIO, Department of Innovation & Technology

Felecia Green, Deputy CIO, Department of Innovation & Technology

Dekalb County Government				
Office of Independent Internal Audit				
Date: 04/21/2025		Prepared by: Tolu Ologbenla-Ella		
Audit Findings Status Update Form				
Status Date	Report #	Report Title		
4/21/25	IA-2021-015-IT	Audit of ITGC for Hansen		
Contact Person	Title	Phone No.	Email Address	
Cedric Hudson	Interim Director Planning & Sustainability	(404)906-8162	chudson@dekalbcountyga.gov	
Activity	Accountability	Schedule		
Follow-up	Responsible Area	Repeat Finding	Anticipated Completion Date/Date Adjustments will be made	
	Logical Access Management	N/A	08/31/24	
Finding		Finding Detail		
No.	2			
Date	1/12/23			
Finding		Existence Of Dormant User Accounts On The Hansen Application		
Recommendations		<p>We recommend that Planning and Sustainability management work with the DoIT management to:</p> <ol style="list-style-type: none"> 1. Establish a documented procedure for the determination and management of dormant accounts to ensure they are removed from the Hansen application in a timely manner (at least 90 days) to avoid account takeover by unauthorized users and exploitation of the County's information due to a data breach. 2. Review the dormant accounts identified by this audit and take immediate remedial action as necessary such as disabling the account. 		
Management's Response		<p>Of the 516 records identified, 74 we deemed to really need immediate action because they had 1 or more CDR licenses. Of the 74 accounts identified, 28 were removed, and 10 were still active employees or still were linked to projects in IPS.</p> <p>All of the other accounts 36 accounts are with other departments outside of Planning that we are reaching out to verify access needs.</p>		
OIIA Assessment - 12 Months		Management Status Update & OIIA Comments		
<input checked="" type="checkbox"/>	Open	<p>Planning and DeKalb IT drafted an updated User Access Request process that utilizes the County's IT Helpdesk processes to manage the request for access from initiation to closeout. See attached draft of process.</p> <p>Additionally, the teams are working to draft a formal process to support the frequent auditing of user accounts and capture additional requirements for improvement.</p> <p>One of the challenges we are facing are resource constraints. We have been trying to hire a Systems Administrator in Planning for the last number of months unsuccessfully.</p> <p>TARGET: December 2023</p>		
<input type="checkbox"/>	Management/Agency Assumes Risk			
<input type="checkbox"/>	Partially Complete			
<input type="checkbox"/>	Complete Pending Verification by OIIA			
<input type="checkbox"/>	Closed			
OIIA Assessment - 8/22/2024		Management Status Update & OIIA Comments		
<input type="checkbox"/>	Open	<p>1. See attached file.</p> <p>2. DOIT is responsible for the county management of the contact list, approved procedure should be place by Jan. 31.24</p> <p>4.This should be part of the contract's maintenance agreement.</p> <p style="text-align: right;">3 &</p>		
<input type="checkbox"/>	Management/Agency Assumes Risk			
<input checked="" type="checkbox"/>	Partially Complete			
<input type="checkbox"/>	Complete Pending Verification by OIIA			
<input type="checkbox"/>	Closed			
OIIA Assessment -04/ 07/2025		Management Status Update & OIIA Comments		
<input type="checkbox"/>	Open	<p>Management Response:</p> <p>Provided previously - See email from Planning Manager dated 03/02/2025.</p> <p>OIIA Comments:</p> <p>The Department of Planning and Sustainability submitted a spreadsheet containing a comprehensive list of user accounts on the Hansen application. The spreadsheet included each user's name (first and last), user ID, and the date of last access. This information was reviewed by the OIIA to verify the remediation steps taken.</p> <p>Based on the review of the provided documentation, it was confirmed that all dormant user accounts identified during the audit have been disabled in line with the audit recommendation.</p> <p>Based on our assessment the finding's status is now Closed.</p>		
<input type="checkbox"/>	Management/Agency Assumes Risk			
<input type="checkbox"/>	Partially Complete			
<input type="checkbox"/>	Complete Pending Verification by OIIA			
<input checked="" type="checkbox"/>	Closed			

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Activity	Accountability	Schedule		
Follow-up	Responsible Area	Repeat Finding	Anticipated Completion Date/Date Adjustments will be made	
	Logical Access Management	N/A	8/31/24	
Finding	Finding Detail			
No. 4				
Date 1/12/23				
Finding	Users And Roles' Privilege Assignment Need Review			
Recommendations	<p>We recommend the Planning and Sustainability management work with the vendor and the DoIT to do the following:</p> <ol style="list-style-type: none"> 1. Develop a procedure to periodically review and assign roles to help ensure user accounts roles are based on the employee's assigned job responsibilities. 2. Establish a formal user access matrix for guidance during user access grants and changes. 3. Review and remove the generic accounts that are no longer required. 			
Management's Response	<p>Planning IT has discussed this with DeKalb IT and they will be working together to come up with a matrix for the Hansen users and do a cross-check against existing internal users to maintain appropriate levels of access. We are developing policies and procedures to include Manager's approval. We looked at the provided list of 12 generic accounts and the following are system accounts:</p> <ol style="list-style-type: none"> 1. ProjectDox 2. MSV7 			
OIIA Assessment - 12 Months	Management Status Update & OIIA Comments			
<input checked="" type="checkbox"/> Open	<p>Planning has started to evaluate the permissions and roles of our existing users in the Hansen system and working with IT on best practices. We were able to remove the accounts that had licenses attached and those still remaining we removed their roles. Refer also to previous slide for update on the user access auditing process.</p> <p>Bullet points 1 & 3 are completed, bullet point 2 (create a formal user access matrix is still being developed)</p> <p>TARGET DUE DATE: December 2023</p>			
Management/Agency Assumes Risk				
Partially Complete				
Complete Pending Verification by OIIA				
Closed				
OIIA Assessment - 8/22/2024	Management Status Update & OIIA Comments			
<input type="checkbox"/> Open	<p>1. Please find enclosed a draft version of our SOP for periodic review and assignment of roles in the Hansen system. This is pending final approval from IT and Planning Director, we anticipate this by January 31st 2024.</p> <p>2. We are still working on a user matrix with the IT dept and anticipate having that in place by February 2024.</p> <p>3. Please refer to previous finding which shows an active licensed list of Hansen user accounts.</p>			
Management/Agency Assumes Risk				
<input checked="" type="checkbox"/> Partially Complete				
Complete Pending Verification by OIIA				
Closed				
OIIA Assessment - 04/07/2025	Management Status Update & OIIA Comments			
<input type="checkbox"/> Open	<p>Management Response:</p> <p>1. Email from Planning Manager dated 03/03/2025 on User Matrix.</p> <p>OIIA Comments:</p> <p>The Department of Planning and Sustainability provided a formally approved User Access Matrix for the Hansen application. The matrix outlines role definitions and corresponding privileges to be used as a guide during user access provisioning and modification processes. The matrix was approved by the Director of Planning and Sustainability on 03/03/2025.</p> <p>The approved matrix now serves as a formal reference for user access rights and changes within the Hansen application. Based on our assessment, the finding is Closed.</p>			
Management/Agency Assumes Risk				
Partially Complete				
Complete Pending Verification by OIIA				
<input checked="" type="checkbox"/> Closed				

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Activity	Accountability	Schedule		
Follow-up	Responsible Area	Repeat Finding	Anticipated Completion Date/Date Adjustments will be made	
	Computer/IT Operations: Logs and Incident	N/A	08/31/24	
Finding		Finding Detail		
No.	6			
Date	1/12/23			
Finding		Hansen Audit Logs' Use Needs Optimization		
Recommendations		<p>We recommend the Planning and Sustainability management work with the vendor and DoIT to:</p> <ol style="list-style-type: none"> 1. Establish guidelines to generate the logs of activities performed using privileged accounts (e.g., superuser and Admin accounts) on the Hansen application. 2. Establish a procedure and measure to ensure the logs are protected from unauthorized modification and periodically reviewed for insights. 		
Management's Response		<p>This may be difficult to achieve based on the way the logs are currently configured on IPS, the current internal logging capabilities do not meet the Audit requirements currently. Planning IT along with DeKalb IT will work with the vendor to see if current capabilities can be expanded and if the functionality is built into the product. There may be a need to add funding to the project to accommodate if not already built in.</p>		
OIIA Assessment- 03/04/2024		Management Status Update & OIIA Comments		
<input checked="" type="checkbox"/>	Open	<p>DeKalb County (Planning and IT) met with the vendor to determine the best approach to optimize the audit logs. From this discussion, we began working with the county's Internal Auditor on defining these requirements. Unfortunately, the assigned Auditor left the county before this task was complete.</p> <p>We anticipate resuming this activity as soon as a new resource has been identified.</p> <p>TARGET: TBD ~ Delays with completing this task are related to the loss of a critical SME from the internal auditor's team.</p> <p>We can now resume those conversations with audit now that we have a new point of contact.</p>		
<input type="checkbox"/>	Management/Agency Assumes Risk			
<input type="checkbox"/>	Partially Complete			
<input type="checkbox"/>	Complete Pending Verification by OIIA			
<input type="checkbox"/>	Closed			
OIIA Assessment-8/22/2024		Management Status Update & OIIA Comments		
<input checked="" type="checkbox"/>	Open	<p>We have created a ticket with Infor, ticket 18052695 and awaiting their feedback on a timeline and also on procedures to protect the audit logs. Since DeKalb county is using a fully managed cloud implementation of Hansen, some of these controls would have to be managed on the vendors end.</p>		
<input type="checkbox"/>	Management/Agency Assumes Risk			
<input type="checkbox"/>	Partially Complete			
<input type="checkbox"/>	Complete Pending Verification by OIIA			
<input type="checkbox"/>	Closed			
OIIA Assessment- 04/14/2025		Management Status Update & OIIA Comments		
<input type="checkbox"/>	Open	<p>Management Response:</p> <p>Planning Dept will assume the risk on #1 based on the limitations of the audit capabilities of the Infor system. We are currently in review and approval of a new permitting system that will allow us better capabilities specified in #1. The current audit logs are protected as they are displayed as Read-Only even for Super Users.</p> <p>OIIA Comments:</p> <p>The Department of Planning has acknowledged the limitations of the current Infor system in addressing the audit finding and has elected to assume the associated risk. The Department noted that audit log capabilities are constrained within the current system and indicated that the audit logs are displayed as read-only, even for super users. Additionally, they stated that a new permitting system is currently under review and is expected to provide improved audit capabilities aligned with the audit recommendation.</p> <p>Given that no immediate corrective action has been taken within the current system, and remediation is contingent on a future system implementation, the recommendation has not been implemented at this time. Accordingly, management/agency assumes the risk associated with this finding.</p>		
<input checked="" type="checkbox"/>	Management/Agency Assumes Risk			
<input type="checkbox"/>	Partially Complete			
<input type="checkbox"/>	Complete Pending Verification by OIIA			
<input type="checkbox"/>	Closed			

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Activity	Accountability	Schedule	
Follow-up	Responsible Area	Repeat Finding	Anticipated Completion Date/Date Adjustments will be made
	Computer/IT Operations: Logs and Incident	N/A	08/31/24 Anticipated Completion Date is June 2025
Finding		Finding Detail	
No.	7		
Date	1/12/23		
Finding		Hansen Incident Tickets Not Resolved Timely.	
Recommendations		<p>We recommend that the management of Planning and Sustainability:</p> <ol style="list-style-type: none"> 1. Collaborate with the DoIT management to establish a documented incident management process to help ensure Hansen tickets are resolved/closed timely based on established timelines, priorities, and severity/impact analysis. 2. Review the unresolved tickets identified during this audit and ensure they are resolved and closed out as necessary. 	
Management's Response		<p>The DOIT tickets and Infor tickets were identified, and the majority were deemed to be items that could be closed out. We are working with DeKalb IT to be proactive to these requests when they come in and address them as needed.</p>	
OIIA Assessment - 11/9/2023		Management Status Update & OIIA Comments	
<input checked="" type="checkbox"/>	Open	<p>During the audit findings we went through tickets that were open via the vendor portal and also tickets opened for Hansen via the DeKalb IT ticketing system, where there is a queue for Hansen requests. As part of Planning and DeKalb IT weekly meeting, we do a review of existing tickets in the queue and provide feedback regarding the open requests. We re-assign as needed.</p>	
<input type="checkbox"/>	Management/Agency Assumes Risk		
<input type="checkbox"/>	Partially Complete		
<input type="checkbox"/>	Complete Pending Verification by OIIA		
<input type="checkbox"/>	Closed		
OIIA Assessment - 8/22/2024		Management Status Update & OIIA Comments	
<input checked="" type="checkbox"/>	Open	<ol style="list-style-type: none"> 1. DOIT is currently working on this and should be completed by Feb 15th 2024. 2. Please see screenshot of current unresolved tickets in the Helpdesk system related to Hansen tickets. 	
<input type="checkbox"/>	Management/Agency Assumes Risk		
<input type="checkbox"/>	Partially Complete		
<input type="checkbox"/>	Complete Pending Verification by OIIA		
<input type="checkbox"/>	Closed		
OIIA Assessment - 04/14/2025		Management Status Update & OIIA Comments	
<input type="checkbox"/>	Open	<p>Management Response:</p> <p>Awaiting answers from Audit on questions asked by IT on 3.2025</p>	
<input type="checkbox"/>	Management/Agency Assumes Risk		
<input checked="" type="checkbox"/>	Partially Complete	<p>OIIA Comments:</p> <p>The Department of Planning and Sustainability submitted a draft incident management process intended to ensure that Hansen tickets are resolved and closed in accordance with defined timelines, priorities, and severity levels. However, the draft process is still pending formal approval by the Planning and Sustainability Director, and therefore recommendation 1 has not been Fully Implemented.</p> <p>In March 2023 Infor Public migrated from an inhouse helpdesk system to Concierge(ServcieNow). Our review of the records in he new system did not reveal any pending issues in 2022 and 2023. OIIA is of the view that recommendation 2 is implemented.</p> <p>The corrective action is partially complete, pending formal approval of the incident management process and implementation that ensures tickets are consistently resolved within established timelines.</p> <p>The proposed timeline for the implementation of this recommendation is June 30, 2025</p>	
<input type="checkbox"/>	Complete Pending Verification by OIIA		
<input type="checkbox"/>	Closed		

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Activity	Accountability	Schedule	
Follow-up	Responsible Area	Repeat Finding	Anticipated Completion Date/Date Adjustments will be made
	Contract Performance Management	N/A	08/31/24
Finding		Finding Detail	
No.	8		
Date	1/12/23		
Finding		Contract Management Processes Need Improvement.	
Recommendations		<p>We recommend that the Planning and Sustainability management should work with the:</p> <ol style="list-style-type: none"> 1. Purchasing and Contracting Department and Law Department to implement processes for effective management of the contract and ensure the contract addressed the gaps identified above. 2. DoIT management to obtain and review the application performance availability reports for performance trend analysis and possible credit points. 3. Vendor representative to ensure Planning and Sustainability obtains and reviews the periodic SOC2 Independent Auditor's reports in a timely manner. 	
Management's Response		Planning and Sustainability will work with DeKalb IT, Purchasing, and Law to address the items identified in this audit	
OIIA Assessment - 03/04/2024		Management Status Update & OIIA Comments	
<input type="checkbox"/> Open		<p>Working in conjunction with Project Management (PMO department) we have engaged with Procurement regarding our existing contract and making sure the renewal is in a timely fashion. The vendor has provided us location links to where the SOC2 independent auditors reports are posted and DoIT has access to monitor those reports when published.</p> <p>We need to confirm with Purchasing and Contracts Department and the Legal dept that their contracting process for the Hansen process is more efficient.</p> <p>DoIT will review current contract to confirm current credit points where applicable.</p> <p>TARGET DATE: December 2023</p> <p>Delays are contributed to competing priorities related the COOs initiatives, critical projects, and the need to complete the IPS maintenance agreement renewal - which all impacts the same resources.</p>	
<input type="checkbox"/> Management/Agency Assumes Risk			
<input checked="" type="checkbox"/> Partially Complete			
<input type="checkbox"/> Complete Pending Verification by OIIA			
<input type="checkbox"/> Closed			
OIIA Assessment-8/22/2024		Management Status Update & OIIA Comments	
<input type="checkbox"/> Open		<ol style="list-style-type: none"> 1. During the recent renewal of the Hansen contract which expired in December 2023, Purchasing and Contracts, Project Management, along with Legal and IT were able to get the contract renewed before the December 2023 deadline with Board of Commissioners approval. 2. We have asked the vendor for reports showing application availability. 3. Please see attached files. 	
<input type="checkbox"/> Management/Agency Assumes Risk			
<input checked="" type="checkbox"/> Partially Complete			
<input type="checkbox"/> Complete Pending Verification by OIIA			
<input type="checkbox"/> Closed			
OIIA Assessment - Apr 2025		Management Status Update & OIIA Comments	
<input type="checkbox"/> Open		<p>Management Response:</p> <p>Sent over on 3/3/2025 based on the Availability Report PS-Finding.pdf</p> <p>OIIA Assessment:</p> <p>The Department of Planning and Sustainability obtained and reviewed the application performance availability report for the period of June through December 2024. The report showed 100 percent availability.</p> <p>Based on our assessment, the audit recommendation has been implemented. Management has taken appropriate actions to address the findings and improve contract management processes related to application performance monitoring.</p>	
<input type="checkbox"/> Management/Agency Assumes Risk			
<input type="checkbox"/> Partially Complete			
<input type="checkbox"/> Complete Pending Verification by OIIA			
<input checked="" type="checkbox"/> Closed			

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Activity	Accountability	Schedule		
Follow-up	Responsible Area	Repeat Finding	Anticipated Completion Date/Date Adjustments will be made	
	Application Change Management	N/A	09/15/24 Anticipated completion date is June 2025	
Finding		Finding Detail		
No.	9			
Date	1/12/23			
Finding		The Hansen Application Patch Management Needs Improvement.		
Recommendations		<p>We recommend the Planning and Sustainability management work with the vendor and DoIT to:</p> <ol style="list-style-type: none"> 1. Remove invalid contact information identified by this audit from the current email distribution list for upgrade and patch information. 2. Establish a procedure for routine validation of the County contact list with the vendor. 3. Establish agreements and procedures with the vendor of the Hansen application for the timely notification of required system patches based on the severity of a potential vulnerability if the flaw is publicly known and can be exploited. 4. Develop benchmarks for the implementation of the patches within the County's time period of the release of the patches. The time period for updates should be based on factors that include the security category of the system, the criticality of the update (i.e., the severity of the vulnerability related to the discovered flaw), the County risk tolerance, or the prevalent threat environment. 		
Management's Response		<p>Engaging Infor Support to develop a patch and release management plan. We created a ticket with Infor Concierge for this request, awaiting a point of contact.</p>		
OIIA Assessment - 03/04/2024		Management Status Update & OIIA Comments		
	Open	<p>Planning and DeKalb IT have worked with Infor and upgraded our Hansen environment to the 2023.07 release. We are currently testing that environment and have a schedule to upgrade production environment over the next 4 weeks.</p> <p>Additionally, worked with DeKalb IT to complete 1 cumulative security patch updates yearly on the Hansen system. We are working on a roadmap to more consistently roll out or application releases in a timely manner.</p> <p>TARGET: November 2023</p> <p>Delays with the completion of the final steps in release 2023.07 are associated to the outstanding issues reported to</p>		
	Management/Agency Assumes Risk			
X	Partially Complete			
	Complete Pending Verification by OIIA			
	Closed			
OIIA Assessment-8/22/2024		Management Status Update & OIIA Comments		
	Open	<p>This was previously provided. 2. Currently right now DoIT Application Manager, Jo Dancer is the only person authorized for adding users to the contact list for the permitting system (we are currently working on a procedure document to show this, work in progress. 3. We recently implemented a schedule with the vendor where monthly server patches would be applied. We currently have a schedule where the 2nd Friday of each month after hours those patches would be applied to Production, one week earlier the patches are to be applied to the TEST and non-PROD environments. 4. We would apply the patches to TEST environment 1st and perform testing that week to make sure no issues so we can move forward with the scheduled PROD patches.</p>		
	Management/Agency Assumes Risk			
X	Partially Complete			
	Complete Pending Verification by OIIA			
	Closed			
OIIA Assessment- Apr 2025		Management Status Update & OIIA Comments		
	Open	<p>Management Response: DeKalb IT responsible for this section states that documentation for this should be in our maintenance contract.</p> <p>OIIA Assessment: The Department of Planning and Sustainability indicated that DeKalb IT is responsible for maintaining documentation relevant to this finding and that such documentation should be included within the County's maintenance contract. However, the Department did not submit the necessary documentation required to assess the implementation of audit recommendations 2, 3, and 4.</p> <p>Due to the absence of these key documents the status of the corrective actions is considered partially complete. It is anticipated that the recommendation will be implemented by June 30, 2025.</p>		
	Management/Agency Assumes Risk			
X	Partially Complete			
	Complete Pending Verification by OIIA			
	Closed			