



THE MARYLAND-NATIONAL CAPITAL PARK AND PLANNING COMMISSION

6611 Kenilworth Avenue • Riverdale, Maryland 20737

To: Mazen Chilet, Chief Information Officer  
Office of the Chief Information Officer

Ike Onyegbado, Chief Information Security Officer  
Office of the Chief Information Officer

From: Renee Kenney, CPA, CIA, CISA, CIG  
Inspector General

Kim Williams CPA, CISA, CITP  
IT Audit Manager

Date: June 8, 2020

Subject: Follow-up Review for the CW-011-2018 Audit Report

We have completed the follow-up review for the CW-011-2018 Enterprise IT Change Management Audit Report dated June 30, 2018. The following is the result of the follow-up review:

| <u>Report Rec. #</u> | <u>Issue/ Recommendation</u>                     | <u>Issue Risk</u> | <u>Original Expected Completion Date</u> | <u>Revised Expected Completion Date</u> | <u>Status</u>      |
|----------------------|--|-------------------|--|---|--------------------|
| 1                    | Establish and Implement Change Management Policy | High              | June 30, 2019                            | Dec 30, 2020                            | Partially Resolved |
| 2                    | Establish Business Owners for Systems            | Low               | Not subject to follow-up audit testing   |   |                    |
| 3                    | Establish a Change Management Process            | Low               | Not subject to follow-up audit testing   |   |                    |

Management provided sufficient additional information and clarification for us to conclude audit recommendation #1, Establish and Implement a Commission-wide IT Change Management Policy to Serve as the Governance Framework for Managing Changes

within the Commission's IT Landscape has been partially resolved as some degree of progress degree of progress has been made, but is not yet complete.

Audit recommendations #2 and #3 are low risk and not subject to audit follow-up.

The following details the status of the partially resolved recommendation.

**Recommendation #1: Establish and Implement a Commission-Wide IT Change Management Policy to Serve as the Governance Framework for Managing Changes within the Commission's IT Landscape.**

Background and Discussion: Policies serve as the foundation and governance framework for an organization as it provides guidance on what is acceptable. In the absence of a change management policy, formalized changes could be made to information systems and supporting processes without the proper guidance and authorization that would be adopted within a formally distributed change management policy.

Current Status: In Progress

Enterprise IT (EIT) management provided the Office of the Inspector General (OIG) documentation of a change management policy. After careful review, it was determined that the document presented was a solid framework to support a formal policy. However, the document has not been formalized, signed by Executive leadership and widely promulgated.

Management Response: EIT management has not fully resolved the audit finding but has agreed to finalize the formal establishment of a Change Management Policy with the Change Management Board (CMB)<sup>1</sup>.

Revised Expected Completion Date: December 30, 2020

Follow Up Date: The OIG will not be completing a second follow up for this specific audit recommendation. Future audits of this risk area may include a review of this finding to determine if it has been fully resolved.

It is the responsibility of management to resolve audit findings and implement actions agreed to in their management responses. We will not perform additional follow up on this recommendation. The original Audit Report has been included for your convenience.

cc:

Executive Committee

Casey Anderson

Elizabeth Hewlett

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<sup>1</sup> Change Management Board (CMB) includes 11 IT members that meet bi-weekly to review and approve requested changes to information systems and technology processes.

Asuntha Chiang-Smith

Audit Committee

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Partop Verma  
Lori Depies  
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Maryland-National Capital Park and Planning Commission

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