

TECHNOLOGY & INNOVATION DEPARTMENT
SERVICE DESK DIVISION
AUDIT 17-14
August 31, 2017



CITY OF TAMPA

Bob Buckhorn, Mayor

Internal Audit Department

Christine Glover, Internal Audit Director

August 31, 2017

Honorable Bob Buckhorn
Mayor, City of Tampa
1 City Hall Plaza
Tampa, Florida

RE: Service Desk Division, Audit 17-14

Dear Mayor Buckhorn:

Attached is the Internal Audit Department's report on Technology and Innovation Department, Service Desk Division Audit.

We thank the aforementioned management and staff for their cooperation and assistance during this audit.

Sincerely,

/s/ Christine Glover
Internal Audit Director

cc: Dennis Rogero, Chief of Staff
Sonya Little, Chief Financial Officer
Ernest Mueller, Chief Assistant City Attorney
Russell Hauptert, Chief Technology Officer
Eric Hayden, Infrastructure Services Manager
Melissa Morris, MIS Project Leader

**TECHNOLOGY & INNOVATION DEPARTMENT
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/s/ Anthony D. Tiwari

Auditor

/s/ Christine Glover

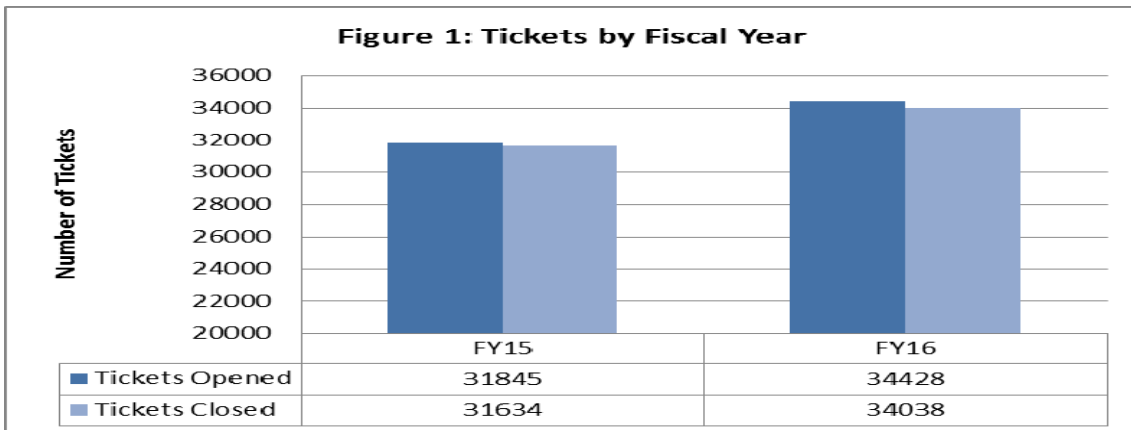
Audit Director

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BACKGROUND

The Service Desk Division (Division), a division of Technology and Innovation Department, is the City of Tampa's single point of contact for all information technology (IT) related advice and support, such as network connectivity, login issues, systems access, email and desktop applications. The Division is the focal point for resolving incidents, which is defined as "an unplanned interruption to an IT service or reduction in quality of an IT service or failure of a configuration item that has not yet affected service"¹

The Information Technology Infrastructure Library (ITIL) is an industry and government "best practice" methodology for service desk operations management and provides the Division with a framework of effective and consistent governance. In July, 2015 the Division entered a new ticket tracking system into production called "Foot Prints" to manage incident triage, accountability, performance metrics and serves as a ticket history repository. The chart below represents the number of tickets that were opened and closed for all requests in FY15 and FY16.



Source: Technology and Innovation Department, Service Desk Division.

The primary mission of the Division is to provide fast, friendly and reliable answers for all customer requests as proficiently as possible. Their values include a commitment to service excellence with courteous, professional, and timely service for every customer contact.

STATEMENT OF OBJECTIVES

This audit was conducted in accordance with the Internal Audit Department's FY17 Audit Agenda. The objectives of the audit were to evaluate:

1. The adequacy of the internal control system for handling incidents and service requests which impact the business users.
2. The use of service level agreements, performance metrics and reporting for service quality & responsiveness.

STATEMENT OF SCOPE

The audit period covered FY16. Both qualitative and quantitative assessments were performed to determine whether the management and staff of the Division were fulfilling their stated duties and responsibilities in an effective and efficient manner. Original records as well as copies were used as evidence and verified through observation and physical examination.

STATEMENT OF METHODOLOGY

We achieved our audit objectives by utilizing the following methods:

1. Performed a data reliability assessment over the system generated reports that management uses as part of their controls.
2. Evaluated the design effectiveness of controls over processes governing the incident management and service requests.
3. Reviewed applicable industry standards, internal policies and procedures for completeness and compliance.
4. Interviewed key personnel to determine whether adequate controls over the internal processes had been established.
5. Analyzed service level agreements, performance metrics and reporting to evaluate the operating effectiveness of internal controls.

At the conclusion of this work, we conducted a risk analysis and found no substantial risk existed to merit additional testing.

STATEMENT OF AUDITING STANDARDS

We conducted this performance audit in accordance with generally accepted government auditing standards. Those standards require that we plan and perform the audit to obtain sufficient, appropriate evidence to provide a reasonable basis for our findings and conclusions based on our audit objectives. We believe that the evidence obtained provides a reasonable basis for our findings and conclusions based on our audit objectives.

NOTEWORTHY ACCOMPLISHMENTS

The Division continuously tracks performance with the goal of enhancing the efficiency at which they can resolve incidents and reduce business user downtime. Time and cost metrics are added to each ticket for budgeting and reporting purposes. Further noted, responses to satisfaction surveys from business users were mostly positive.

AUDIT CONCLUSIONS

Based upon the audit work performed, our conclusions are as follows:

1. An adequate system of internal controls exists for handling incidents and service requests which impact the business users.
2. The use of service level agreements, performance metrics and reporting for service quality & responsiveness are adequate.