

**TECHNOLOGY AND INNOVATION  
INFRASTRUCTURE SERVICES  
STORAGE CAPACITY  
AUDIT 25-14  
MAY 15, 2025**



# City of Tampa

*Jane Castor, Mayor*

## Internal Audit Department

315 E. Kennedy Boulevard  
Tampa, Florida 33602  
Office (813) 274-7159

May 15, 2025

Honorable Jane Castor  
Mayor, City of Tampa  
1 City Hall Plaza  
Tampa, Florida

RE: Technology and Innovation - Storage Capacity, Audit 25-14

Dear Mayor Castor:

Attached is the Internal Audit Department's report on Technology and Innovation (T&I) - Storage Capacity.

Infrastructure Services has already taken positive actions in response to our recommendations. We thank T&I's management and staff for their cooperation and assistance during this audit.

Sincerely,

/s/ Christine Glover

Christine Glover  
Internal Audit Director

cc: John Bennett, Chief of Staff  
Eric Hayden, Chief Information Officer  
Dennis Rogero, Chief Financial Officer  
Filip Majewski, Infrastructure Services Manager  
David Dague, Lead Systems Analyst  
Megan Birnholz-Couture, Assistant City Attorney

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/s/ Vivian N Walker

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Lead Senior Auditor

/s/ Christine Glover

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Audit Director

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**BACKGROUND**

The group within the Technology and Innovation (T&I) Department's Infrastructure Services Division responsible for meeting the technological storage capacity needs of the City of Tampa employees is referred to as the T&I Server (T&IS). T&IS is responsible for determining when to expand virtual storage or acquire new storage hardware. The current authorized T&IS staffing level consists of a Manager, a Lead Systems Analyst, two Senior Systems Engineers, an Applications Systems Analyst, a Computer Operations/Help Desk Analyst, and a vacancy.

**STATEMENT OF OBJECTIVES**

This audit was conducted in accordance with the Internal Audit Department's FY 2025 Audit Agenda. The objective of this audit is to ensure that the system of internal controls related to storage capacity is adequate.

**STATEMENT OF SCOPE**

The audit period covered financial activity from September 2024 to February 2025. Inquiries were made to determine whether T&IS personnel were fulfilling their stated duties and responsibilities effectively and efficiently. Original records, as well as copies, were used as evidence and verified through observation and physical examination. T&IS uses software called Veeam for monitoring storage capacity, which has been deemed proprietary software. Therefore, to determine the adequacy of internal controls related to data reliability, a System and Organization Controls 2 (known as a SOC 2) Report was obtained.

**STATEMENT OF METHODOLOGY**

The following steps were taken to complete the stated objective:

- Discussed the process for determining when storage capacity needs to be increased.
- Discussed the internal controls related to the decision to expand storage capacity and the authorization to acquire additional storage capacity.
- T&IS Management does not currently report performance metrics related to storage capacity. However, research identified relevant storage metrics that could be reported. This information was provided to T&IS Management for consideration.

**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.

**AUDIT CONCLUSIONS**

Based on the work performed and the audit finding noted below, we conclude that the internal controls related to storage capacity can be improved.

## **POLICIES AND PROCEDURES**

**STATEMENT OF CONDITION:** T&IS has not written policies and procedures for its storage capacity operations. Therefore, although there is an established process for determining when to acquire additional storage for computer use, these guidelines are not documented.

**CRITERIA:** City Code Section 2-46 (Code) requires all departments to “create and maintain all records... together with functions, policies, decisions, procedures, and essential transactions of the department.”

**CAUSE:** T&IS Management indicated that decisions are being made based on pre-defined criteria; however, these criteria are not documented.

**EFFECT OF CONDITION:** Non-compliance with the Code. Additionally, policies and procedures help to retain institutional knowledge in the event of employee turnover.

**RECOMMENDATION:** T&IS Management should develop written policies and procedures that reflect storage capacity decisions and activities.

**MANAGEMENT RESPONSE:** We concur with the recommendation. T&I did not have existing policies and procedures targeting storage capacity business decisions; however, we do have operational procedures for existing storage. In response to the first part of this Statement of Condition we have attached the T&I Storage Capacity planning policy and procedure that is in force now.

Furthermore, we agree that there is not a documented guideline or flowchart for the established process of determining when to acquire additional storage for computer use, however section 5.4 of the attached policy does delineate the three choices we have when a change in capacity is required. We will provide a decision-making flowchart for this section within the next 6 months.

**TARGET IMPLEMENTATION DATE:** 10/10/25