Oct 15, 2025

Njoku Juliana
Director Planning & Sustainability
Government Services Center
178 Sams Street
Decatur, Georgia, 30030

RE: 4th 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 Ms. Njoku

As required by DeKalb County, Georgia – Code of Ordinances/Organizational Act Section 10A- Independent Internal Audit (l), 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 **findings # 7 and 9,** the current status is outlined in the table below.

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

Please Note: *Status from the previous three follow-ups. Findings 7 and 9 are the current updates

Please contact me if you require additional information.

Sincerely,

Lavois Campbell

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
Tanja Christine Boyd-Witherspoon, Chairperson, Audit Oversight Committee
Adrienne T. McMillion, Vice-Chairperson, Audit Oversight Committee
Lisa Earls, Audit Oversight Committee
Michael Lopata, Audit Oversight Committee
Petrina Bloodworth, Audit Oversight Committee Dr. G. Leah Davis, CEO's Chief of Staff
Scott Shelton, CIO, Department of Innovation & Technology
Sam Krishnan, Interim Deputy CIO, Department of Innovation & Technology

DeKalb County Government			
Office of Independent Internal Audit			
Date: 10/14/2025	Prepared by: Tolu Ologbenla-Ella		
Audit Findings Status Update Form			
Status Date	**Report #**	**Report Title**	
10/14/25	IA-2021-015-IT	Audit of ITGC for Hansen	
Contact Person	**Title**	**Phone No.**	**Email Address**
Juliana A. Njoku	Interim Director Planning & Sustainability		janjoku@dekalbcountyga.gov
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**	**Completed**
Finding		**Finding Detail**	
No.	**7**		
Date	**1/12/23**		
Finding	**Hansen Incident Tickets Not Resolved Timely.**		
Recommendations	We recommend that the management of Planning and Sustainability: 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	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.		

OIIA Assessment - 11/9/2023		Management Status Update & OIIA Comments
x	Open	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 the 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.
	Management/Agency Assumes Risk	
	Partially Complete	
	Complete Pending Verification by OIIA	

	Closed	
OIIA Assessment -8/22/2024		**Management Status Update & OIIA Comments**
x	Open	1. DOIT is currently working on this and should be completed by February 15th 2024. 2. Please see the screenshot of the current unresolved tickets in the Helpdesk system related to Hansen tickets.
	Management/Agency Assumes Risk	
	Partially Complete	
	Complete Pending Verification by OIIA	
	Closed	
OIIA Assessment - 04/14/2025		**Management Status Update & OIIA Comments**
	Open	**Management Response:** Awaiting answers from Audit on questions asked by IT on 3.2025 **OIIA Comments:** 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**. In March 2023 Infor Public migrated from an in-house 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.** 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. The proposed timeline for the implementation of this recommendation is **June 30, 2025**
	Management/Agency Assumes Risk	
X	Partially Complete	
	Complete Pending Verification by OIIA	
	Closed	
OIIA Assessment - 10/14/2025		**Management Status Update & OIIA Comments**
	Open	**Management Response:** DoIT management provided the requested information related to incident management to OIIA for review. **OIIA Comments:** DoIT provided an approved Incident Management Process on behalf of Planning and Sustainability to ensure that Hansen tickets are resolved and closed in accordance with defined timelines, priorities, and severity levels. **Based on our assessment, the findings' status is now Closed.**
	Management/Agency Assumes Risk	
	Partially Complete	
	Complete Pending Verification by OIIA	
X	**Closed**	

DeKalb County Government			
Office of Independent Internal Audit			
Date: 10/14/2025	Prepared by: Tolu Ologbenla-Ella		
Audit Findings Status Update Form			

Status Date	Report #	Report Title	
10/14/25	IA-2021-015-IT	Audit of ITGC for Hansen	
Contact Person	**Title**	**Phone No.**	**Email Address**
Juliana A. Njoku	Director Planning & Sustainability		janjoku@dekalbcountyga.gov

Activity	Accountability	Schedule	
Follow-up	Responsible Area	Repeat Finding	Anticipated Completion Date/Date Adjustments will be made
	Application Change Management	**N/A**	**Completed**

Finding		Finding Detail
No.	9	
Date	1/12/23	
Finding		**The Hansen Application Patch Management Needs Improvement.**
Recommendations		We recommend that the Planning and Sustainability management work with the vendor and DoIT to: 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		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.
OIIA Assessment - 03/04/2024		**Management Status Update & OIIA Comments**
	Open	

	Management/Agency Assumes Risk	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 the production environment over the next 4 weeks. Additionally, worked with DeKalb IT to complete 1 cumulative security patch update yearly on the Hansen system. We are working on a roadmap to more consistently roll out our application releases in a timely manner. TARGET: November 2023 Delays with the completion of the final steps in release 2023.07 are associated with the outstanding issues reported to the vendor during testing. Once resolved, we can complete the last step in ensuring IPS is upgraded to a supported release.
x	Partially Complete	
	Complete Pending Verification by OIIA	
	Closed	
OIIA Assessment-8/22/2024		**Management Status Update & OIIA Comments**
	Open	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 on 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 the TEST environment 1st and perform testing that week to make sure no issues, so we can move forward with the scheduled PROD patches.
	Management/Agency Assumes Risk	
X	Partially Complete	
	Complete Pending Verification by OIIA	
	Closed	
OIIA Assessment- Apr 2025		**Management Status Update & OIIA Comments**
	Open	**Management Response:** DeKalb IT is responsible for this section states that documentation for this should be in our maintenance contract. **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. 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.**
	Management/Agency Assumes Risk	
X	Partially Complete	
	Complete Pending Verification by OIIA	
	Closed	
OIIA Assessment- 10/14/2025		**Management Status Update & OIIA Comments**
	Open	**Management Response:** DoIT management provided the requested information related to procedures, vendor patch management, as well as county contact list management to OIIA for review. **OIIA Assessment:** **Contact Information Validation:** OIIA sighted correspondence between DoIT and the Hansen/IPS...
	Management/Agency Assumes Risk	
	Partially Complete	
	Complete Pending Verification by OIIA	
X	**Closed**	

	.vendor dated August 25, 2025, directing that all contract, invoice, and renewal-related communications be routed to the County's shared mailbox (itinvoices@dekalbcountyga.gov) .. The vendor acknowledged receipt of the message and confirmed that their internal records had been updated accordingly. Based on the above **recommendation 2** is deemed **IMPLEMENTED.** **Notification of Required System Patches**: Based on the information gathered and our assessment, we have concluded that Recommendation 3 is IMPLEMENTED. This determination is based on the following: •Operating System: DoIT management has an agreed-upon schedule with the vendor to apply OS patches. •Database: The vendor contract includes a provision for applying patches to the database. •Application: Application patches will be applied when required. This is considered acceptable because DoIT and Planning & Sustainability are already planning to replace the current system. **Patch Management Process:** DoIT submitted an approved Patch Management Process on behalf of Planning and Sustainability. It outlines patch prioritization and response timelines. **OIIA has concluded that Recommendation 4 is implemented.**