



Office of the Metro Auditor

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Procedures to ensure data accuracy reviewed by auditor

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The Office of the Metro Auditor released an audit today of Metro's Information Services Department titled *IT Software Controls: Agency-wide approach needed to improve data accuracy*. The purpose of this audit was to assess whether procedures designed to ensure data quality were effective and whether Metro followed key practices that are important to successfully manage its information technology.

Auditors examined three software applications from different service areas at Metro. Based on the review, the audit concluded that the process of developing new systems needed improvement. Because IT management was dispersed, departments were not consistently following Metro's security policy. In addition, the effectiveness of several of Metro's IT systems was dependent on a small number of persons due to a lack of operating manuals and system documentation.

"Technology is a great resource to manage information," Metro Auditor Suzanne Flynn said. "Metro has not fully harnessed that resource to its advantage." Auditor Flynn noted many Metro operations rely on the accumulation and reporting of data and that better managing the use of technology would be beneficial. She also noted that Metro was aware of these deficiencies and was very responsive to the recommendations.

For more information, contact Suzanne Flynn, Metro Auditor, at 503-797-1891.

The audit is available on the Metro website at <http://www.oregonmetro.gov/auditor>. Copies of the audit may also be obtained by calling the Office of the Metro Auditor at 503-797-1892. The Metro Auditor will brief the Metro Council on June 25th at 2:00pm.

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