Internal Audit Report	*Division of Information Technology – Department of Enterprise Solutions* **Enterprise Solutions: SaaS Applications Audit** *April 2024*

Department of Enterprise Solutions

Our goal is to be the leader in implementing the most efficient and reliable enterprise applications and information systems to improve school system operations. The services within DoES include Application Implementation and Operations, Solutions Development/System Management, Applications Administration Support, Student Information System Management, and Quality Assurance.

Baltimore County Public Schools
Office of Internal Audit

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Background

The Department of Enterprise Solutions (DoES) supports the software needs of BCPS by creating, implementing, integrating, and supporting innovative, secure, and accessible technology solutions.

Objective

To ensure proper controls exist over the BCPS software review process for SaaS (software as a service) applications

Results in Brief

The results of Internal Audit's review disclosed no reportable issues with the BCPS software review process.

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BACKGROUND

Organizational Status & Purpose

DoES is a department within the Division of Information Technology. There are two offices within DoES, the Office of Technology Solutions Development and the Office of Technology Solutions Support.

BCPS Software Review and Implementation Process

To protect BCPS staff members and students from unintended consequences, BCPS' centralized software review process ensures compliance with data privacy, technical interoperability, accessibility standards and alignment to BCPS' policies and practices. This process requires executive sponsorship and the identification of a functional manager at the central office level. DoES initiates a software review when a *DoES Request for Work* is received from an executive sponsor and functional manager. The executive sponsor acts as the champion for the identified software within BCPS and the functional manager, in addition to championing the identified software, acts as support for the executive sponsor and the liaison with the software vendor.

DoES creates a document entitled *Software Review Findings* which summarizes the review of the requested software. DoES notifies the executive sponsor, functional manager, and chief of whether the requested software is approved, approved conditionally, or not approved. If the *Software Review Findings* indicate approved or approved conditionally it is the responsibility of the functional manager to review DoES' work and approve the implementation of the requested software.

All software used by BCPS must be reviewed and approved prior to its use. Schools and office are not permitted to independently acquire software. This process is documented within the *BCPS Software Review and Implementation Process* Standard Operating Procedures (SOP).

COMMENDATIONS

Documentation

DoES maintains a Vendor Document Library, with supporting documents of its review.

Communication

The Supervisor of Technology Solutions Support – Applications Implementation provided responses to our requests, along with detailed explanations when follow-up was needed.

SOP BCPS Software Review

DoES consistently follows its detailed SOP for the review and implementation of SaaS applications.

RESULTS

There were no reportable issues noted. The Office of Internal Audit determined that DoES performs a software review process over SaaS applications.

OBJECTIVE, SCOPE & METHODOLGY

Objective
To ensure proper controls exist over the BCPS software review process for SaaS applications.

Scope
The audit period is FY2024.

Methodology
To achieve the audit objectives, we performed the following:
- Discuss software review process with the Executive Director DoES and Supervisor, Technology Solutions Support- Application Implementation.
- Reviewed applicable Board Policy and Superintendent Rules.
- Evaluated risk and controls over SaaS applications review.
- Verified that the DoES established procedures and protocols for the centralized software review:
  - Reviewed *BCPS Software Review and Implementation Review* SOP.
  - Evaluated a sample of SaaS applications from the BCPS Enterprise Technology Portfolio against *BCPS Software Review and Implementation* SOP and confirmed DoES initiated a review.