



General Services Department (GSD) Building Security Performance/Compliance Audit



OBJECTIVES

The primary objectives of the audit were:

- Determine the existence of policies, procedures and practices currently in place.
- Determine if the contracted security service is performing in accordance with the security services agreement.

BACKGROUND

GSD has responsibility for a portfolio of more than 300 facilities which represent approximately 7.7 million square feet of occupied space. GSD's Security Management Division is responsible for the security and safety of the City's assets and employees. Its mission is "to promote a safe and secure workplace while protecting City assets."

Chris Brown
City Controller

Courtney Smith
City Auditor

AUDIT RESULTS

4 FINDINGS

- Former employees were not deleted from the security badging system.
- Security contractor training was not occurring as prescribed in the security services agreement.
- Unauthorized building access through an unsecured entrance.
- Security contractor Daily Logs were incomplete.

6 RECOMMENDATIONS

Our report included the following recommendations to GSD management:

- Perform a system audit of the badging process to determine deficiencies in the process;
- Coordinate with HR to develop a process to ensure termination of access for employees who separate from the City in a timely manner;
- Enhance the monitoring of security officer training by implementing a continuous review process;
- Maintain documented evidence of security officer training occurring as required by the security services agreement;
- Communicate expectations and the requirement of security officers to complete electronic logs and/or rounds daily; and
- Review contractor logs periodically to verify contractor compliance with the security services agreement.