

MEMORANDUM

Date: October 23, 2023

To: State Auditor's Office
Governor's Office of Budget, Planning and Policy
Legislative Budget Board

From: Sherri Magnus *Sherri Magnus*
Vice President and Chief Audit Officer

Re: MDA23-402 MD Anderson ServiceNow Assessment - IT Service Management
Uploaded to SAO Confidential Portal: 10/23/2023

The University of Texas MD Anderson Cancer Center Internal Audit department performed an assessment of MD Anderson's ServiceNow - IT Service Management application. The objective of the audit was to:

Assess ServiceNow after implementation.

The report contains confidential information that relates to information security and is not subject to the disclosure requirements of the Texas Public Information Act, based on the exception found in Government Code §552.139. Specific results were made available to the appropriate management members.