


Memorandum

Date: March 4, 2024

To: UT System Audit Office
Sarah Hicks, Governor's Office of Budget, Planning and Policy
Christopher Mattsson, Legislative Budget Board

From: Paul Tyler, Chief Audit Executive 

Subject: Confidential Internal Audit Report – Identity & Access Management Audit for ServiceNow (Project# 2024-31)

The University of Texas at San Antonio audited Identity & Access Management for ServiceNow.

The objectives were to:

- Ensure the system employs methods to track individuals' access or using the system
- Ensure that access to the data or information is granted to authorized/known individuals
- Ensure that responsible parties have established effective security techniques

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