THE UNIVERSITY OF TEXAS
MD Anderson ~~Cancer~~ Center

<div align="right">Department of Internal Audit</div>

August 31, 2020

M E M O R A N D U M

TO: Dr. David Jaffray
               Sr Vice President, Chief Tech & Digital Officer

FROM: Sherri Magnus   *Sherri Magnus*
               Vice President & Chief Audit Officer

SUBJECT: Information Technology Service Management assessment
               Audit Control Number MDA20-405

Management is considering implementing several changes to the Information Technology Service Management (ITSM) infrastructure and is continuing to assess and improve its ITSM processes. ITSM is the activities to design, plan, deliver, operate, control, and support information technology services provided to the organization.

Objective, Scope and Methodology
Our objective was to assess the current state of ITSM, considering the effectiveness and efficiency of the IT processes and technology. The scope of this assessment and the extent of procedures were reduced due to the COVID-19 pandemic. Our procedures were limited to interviewing the respective stakeholders to understand current processes and supporting technologies to highlight strengths and opportunities for improvement.

Results
ITSM processes are defined and operational. Further maturing ITSM, regardless of the technology platform used, will require a significant investment to enhance the supporting processes, organizational framework, ITSM infrastructure, and integration with other systems. Going forward management should consider the following, regardless of the technology platform used:

- Prioritize ITSM and promote accountability and urgency from the top down
- Integrate data from other systems and automate processes to monitor activity where possible
- Leverage metrics and root cause analysis to drive efficiency and anticipate potential incidents

The courtesy and cooperation extended by Information Services is sincerely appreciated.

Our assessment was conducted in accordance with the *International Standards for the Professional Practice of Internal Auditing.*

cc: Chuck Suitor, Associate VP, Technology
        Peter Lee, Director, IT Services