June 23, 2020

*Memorandum*

TO:        David C. Chow, Chief Information Officer, Q

FROM:        *Dorothy L. Bagley*
Dorothy L. Bagley
Director, Information Systems Audit Division, GAA

SUBJECT:        Notification of Review
Assessment of HUD's IT Infrastructure to Support Telework Due to COVID 19


The purpose of this memorandum is to notify you that HUDOIG's Information Systems Audit Division is planning to do research on HUD's IT infrastructure to support telework due to COVID 19. Our research will assist us in determining if we should conduct an audit to assess whether HUD's IT infrastructure was prepared to and capable of supporting the agency's workforce during mandatory telework.

We are mindful of HUD's workload, however, to accomplish this work, we are requesting HUD to provide us system access to and information from HUD's Service Desk application as detailed in the attached document. Our goal is to complete the research as soon as possible, therefore, we are requesting that the access and downloaded information detailed in the attachment be provided by June 30, 2020. At the conclusion of our research, we will inform you about whether or not we will conduct an audit.

If you have any questions or concerns about our request, please contact me at (202) 402-8139, or Jacqueline Hyslop, Assistant Director at (313) 269-0696.

Attachment

cc:

Kevin Cooke, Deputy Chief Information Officer, Q
Juan Sargeant, Deputy Chief Information Officer Infrastructure and Operations Office, QI
Wyneé Watts-Mitchell, Director, Audit Compliance Branch, QMAC
HCCRT mailbox
Marsha Baker, Acting Director, Audit-Liaison Division, FMA
Shannon Steinbauer, Director, Audit Liaison Division, FMA
Aaron Taylor, Management and Program Analyst, DOP
Steven Begg, Acting Chief of Staff, G
Jon Lebruto, Attorney Advisor, G
Kilah White, Assistant Inspector General for Audit, GA
Kimberly Randall, Deputy Assistant Inspector General for Audit, GA
Brian Pattison, Assistant Inspector General for Evaluations, GAH

# OFFICE OF INSPECTOR GENERAL
## U.S. Department of Housing and Urban Development

Attachment:  Information Request for HUDOIG Assessment of HUD's IT Infrastructure to Support Telework Due to COVID 19

The following information is needed to complete a review of HUD's help desk tickets.  We are requesting that the access and downloaded information specified below be provided by June 30, 2020.

A.  Provide access to HUD's Service Desk application for User ID:  H46875 (using Grid card & PIV) and full READ ONLY access capabilities to all functions/tickets.

B.  Provide a data export (to excel spreadsheet AND a text file) from the HUD's Service Desk application of all help desk tickets created OR modified from March 1, 2020 to June 20, 2020.  Any content modifications after June 20, 2020 to the date of the report should be documented as to what changed and why in a separate attachment.

The following data element fields are required in the extract:

1.  Ticket Number
2.  Open date
3.  Last modified date
4.  Resolved Date
5.  Closed date
6.  Requestor User
7.  Category
8.  Location
9.  Incident Area
10.  Status
11.  Priority
12.  Active (Yes or no)
13.  Reported by Name
14.  Reported by Group
15.  Assignee Name
16.  Major Incident (Yes or NO)
17.  Severity
18.  Impact
19.  Urgency
20.  Configuration item
21.  Problem
22.  Symptom
23.  Root Cause
24.  Resolution Method
25.  Summary Description
26.  Description (details)