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**CITY OF SAN ANTONIO**  
**OFFICE OF THE CITY AUDITOR**



Audit of Convention and Sports Facilities  
Visit San Antonio Contract

Project No. AU18-C02

January 9, 2019

Kevin W. Barthold, CPA, CIA, CISA  
City Auditor

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## Executive Summary

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As part of our annual Audit Plan approved by City Council, we conducted an audit of the Convention and Sports Facilities (CSF), specifically the Visit San Antonio (VSA) Contract. The audit objectives, conclusions, and recommendations follow:

**Determine if the Visit San Antonio Contract is adequately monitored and key terms of the contract are complied with.**

The Visit San Antonio (VSA) Contract is adequately monitored and key terms of the contract are complied with. The Convention and Sports Facilities (CSF) department has established a Contract Administration Plan to monitor key contractual terms such as insurance, compensation, performance measures, and SBEDA requirements. CSF has implemented procedures to ensure credits issued to clients by VSA are warranted, accurate, approved, and properly recorded.

However, we noted that CSF has not established monitoring controls associated with system user access. We recommend that CSF Management establish and implement documented procedures for the periodic access review of the EBMS system to ensure that users no longer requiring access are removed.

Convention and Sports Facilities Management agreed with the audit findings and has developed positive action plans to address them. Management's verbatim response is in Appendix B on page 5.

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## Background

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The San Antonio Convention and Visitors Bureau transitioned to an independent non-profit corporation in FY2017 in order to provide a competitive advantage for San Antonio in the tourism and convention industries. The goal for transitioning into the new structure, Visit San Antonio (VSA), was to increase the speed and efficiency of its marketing efforts and present opportunities to diversify the organization's revenue sources. The mission of VSA is to promote and market San Antonio as a premier leisure visitor and convention/meeting destination for the purpose of positively affecting the City's economy and enhancing citizens' quality of life.

During the transition period, \$590,000 was budgeted for costs associated with depository services, insurance requirements, legal services, and employee annual leave payouts. Going forward, an allocation of 35% of net Hotel Occupancy Tax Fund collections is used to fund the Agreement with VSA. The Hotel Occupancy Tax Fund is used to support tourism, convention activities, and arts and cultural programming across the City. The budget for FY2018 was \$23,339,889 and the adopted budget for FY2019 was \$23,751,358.

## Audit Scope and Methodology

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The audit scope included contract monitoring efforts related to the Visit San Antonio contract from fiscal year 2017 and 2018.

We interviewed Convention and Sports Facility (CSF) staff to gain an understanding of their monitoring process for key contractual terms. We reviewed their Contract Administration Plan to determine if key terms such as insurance, compensation, performance measures, and SBEDA requirements were included. In addition, we reviewed support documentation to determine key terms of the contract were compliant.

We reviewed a sample of 15 events to determine if credits issued to clients by VSA were warranted, accurate, approved, and properly recorded. In addition, we reviewed monthly invoices of reimbursable expenditures for completeness, accuracy, and timeliness. We also confirmed pricing discounts provided to clients by VSA were properly authorized. Finally, we reviewed the EBMS system's user access for appropriateness.

We relied on computer-processed data from the EBMS system to validate the performance measures reported by VSA and test user access appropriateness. Our reliance was based on performing direct tests on the data rather than evaluating the system's general and application controls. Our direct testing included reviewing EBMS active user master list and verifying users are active employees of COSA. We do not believe that the absence of testing general and application controls had an effect on the results of our audit.

We conducted this performance audit in accordance with generally accepted government auditing standards. Those standards require that we plan and perform the audit to obtain sufficient, appropriate evidence to provide a reasonable basis for our findings and conclusions based on our audit objectives. We believe that the evidence obtained provides a reasonable basis for our findings and conclusions based on our audit objectives.

## Audit Results and Recommendations

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### A. User Access

User access for the EBMS system is not disabled in a timely manner. We tested all 259 CSF users with access and identified 70 users who no longer require access. Of the 70 users, 56 are former COSA employees and 14 are former VSA employees.

According to Administrative Directive (AD) 7-8D all COSA accounts should be established with the principle of least privilege. The Department Business System Owner is responsible for ensuring that appropriate access controls have been developed and documented in accordance with this AD. Finally, access to COSA IT assets must be disabled upon separation of the employee. All COSA Information Systems must be periodically screened for inactive accounts. Authorization and access controls are essential to prevent misuse or abuse of this function which ultimately affects City departments.

CSF does not have established documented procedures or monitoring controls to ensure the proper removal of inactive or separated users. A lack of controls for user access increases the risk of unauthorized users, inappropriate access and/or unauthorized modification of data.

### Recommendation

CSF Management should remove inactive users. Additionally, establish and implement documented procedures for the periodic access review of the EBMS system to ensure that users no longer requiring access are removed.

## Appendix A – Staff Acknowledgement

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Gabriel Treviño, CISA, Audit Manager  
Lawrence Garza, CFE, Auditor in Charge  
Denise Trejo, Auditor

# Appendix B – Management Response



## CITY OF SAN ANTONIO

P.O. Box 839966  
SAN ANTONIO TEXAS 78283-3966

November 28, 2018

Kevin W. Barthold, CPA, CIA, CISA  
City Auditor  
San Antonio, Texas

RE: Management's Corrective Action Plan for the Audit of Convention and Sports  
Facilities Visit San Antonio Contract

Convention and Sports Facilities Department has reviewed the audit report and has  
developed the Corrective Action Plans below corresponding to report recommendations.

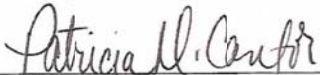
Recommendation					
#	Description	Audit Report Page	Accept, Decline	Responsible Person's Name/Title	Completion Date
1	<b>User Access</b> CSF Management should remove inactive users. Additionally, establish and implement documented procedures for the periodic access review of the EBMS system to ensure that users no longer requiring access are removed.	3	Accept	Carisa Gamez/ Contract Manager	July 13, 2018



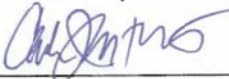
Recommendation									
#	Description	Audit Report Page	Accept, Decline	Responsible Person's Name/Title	Completion Date				
	<p><b>Action plan:</b></p> <p>The Convention and Sports Facilities (CSF) Department has reviewed the audit report and has developed a Corrective Action Plan corresponding to report recommendations regarding the removal of inactive EBMS users.</p> <p>During the audit field work in July, CSF deactivated the 56 users who no longer require access to EBMS and VSA deactivated the 14 users. It should be noted that accessing EBMS requires City credentials, an active City email address and password. When an employee departs from the City their email address is no longer active, therefore separated employees cannot access EBMS.</p> <p>CSF is working on procedures to ensure that users who no longer require access to EBMS are deactivated. CSF has reached out to ITSD to request a modification to City's User Provisioning / Disable Request Form to add a text field box and to send an electronic notification to the Department Business System Owner of a de-provision or a disable request upon separation of an employee. This electronic notification will alert Department Business System Owner, such as CSF, to deactivate accounts such as EBMS.</p> <p>CSF will conduct a bi-annual access review of the EBMS system users to ensure that accounts are deactivated for employees who have separated, or that no longer require access.</p>								

We are committed to addressing the recommendations in the audit report and the plan of actions presented above.

Sincerely,

  
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 Patricia Muzquiz Cantor  
 Executive Director  
 Convention and Sports Facilities

12/18/18  
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 Date

  
 \_\_\_\_\_  
 Carlos Contreras  
 Assistant City Manager  
 City Manager's Office

12/17/18  
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 Date