

# City Security Camera Audit

## Objective

The objective of this audit is to determine whether the City adequately and effectively manages and maintains its networks of security cameras by ensuring cameras are operational and optically performing as intended; camera footage retention is in compliance with state requirements; adequate camera coverage and additional camera approval processes; reasonable timelines for camera repair and maintenance; and appropriate restrictions on access to cameras and footage.

## Scope and Methodology

Scope includes City security camera performance from November 2021-March 2022 and helpdesk tickets from 6/7/2007-3/8/2022. To achieve the stated objectives, I conducted interviews with IT staff and reviewed camera inventory listings and reconciled any access variances, viewed each camera for working order, clarity and clear line of sight, reviewed retention requirements and storage capacity, reviewed camera access groups and employee access, analyzed camera related helpdesk tickets assigned to infrastructure, process for additional camera installation and analyzed camera locations for adequate coverage.

## Background

The City's system of security cameras started with just a handful of closed-circuit television (CCTV) cameras dating back to the 1990's with the construction of the Police Headquarters, then transitioned around the late 2000's to the Internet Protocol (IP) we currently use.

## What Was Found

The Information Technology (IT) Department has worked to address departmental needs as requests come in and have expanded to 453 cameras, 274 of which are within the Parks and Recreation Department alone, and growing each year. In the past year, they have taken over administration of the Police Department cameras as well, which was the only City department to historically oversee their own camera system. IT has also added camera access requests to the "System Access Form" recently to consistently document requests and approvals for camera access to employees. Overall, the cameras work as intended, have adequate storage to meet retention requirements and have various automatic notifications for when cameras go down or storage is nearing capacity. Periodic reviews by IT staff and notifications from various City employees monitor camera issues such as blocked views, vandalism such as spray painted cameras and focusing issues. Most cameras are able to be repaired by IT staff, but traffic camera repairs take longer due to needing larger trucks with lifts capable of reaching the cameras on light poles.

There has not been a formal review of the overall camera placement, camera type or viewing capabilities such as multi-camera monitors for live feed monitoring at various City facilities and property. The IT Department responds to departmental requests that are most often reactionary in manner. The City does not have any written policies and procedures such as criteria for additional camera placement or access. There are camera access groups that standardize most camera access, but employee access is based on department head approval versus specified job responsibilities. City Management should work with departmental leadership and the IT Department to review the City's overall camera system and develop a plan for addressing future coverage needs and access based on business related criteria such as preventing theft and fraud, improving safety to employees and citizens, lowering the risk of vandalism or to aid in law enforcement.