

Memorandum



CITY OF DALLAS

DATE March 20, 2026

TO Honorable Mayor and Members of the City Council

SUBJECT **Technology Accountability Report – February 2026**

Please find attached the Technology Accountability Report (TAR) based on information through February 28, 2026. The TAR is a progress report reflecting the performance and operational status of the city in purchasing, implementing, operating, and securing technology to achieve the city's priorities and service objectives.

If you have any questions, please contact Jeffery Stovall, Chief Information Officer and Director of Information & Technology Services.

Service First, Now!

A handwritten signature in cursive script that reads "Donzell Gipson".

Donzell Gipson
Assistant City Manager

c: Kimberly Bizer Tolbert, City Manager
Tammy Palomino, City Attorney
Mamatha Sparks, City Auditor (I)
Billerae Johnson, City Secretary
Preston Robinson, Administrative Judge
Baron Eliason, Inspector General (I)
Dominique Artis, Chief of Public Safety
Dev Rastogi, Assistant City Manager

M. Elizabeth (Liz) Cedillo-Pereira, Assistant City Manager
Alina Ciocan, Assistant City Manager
Robin Bentley, Assistant City Manager
Jack Ireland, Chief Financial Officer
Ahmad Goree, Chief of Staff to the City Manager
Directors and Assistant Directors



TECHNOLOGY AND ACCOUNTABILITY REPORT

**INFORMATION AND
TECHNOLOGY
SERVICES**

**1500 Marilla St., 4DS
Dallas, TX 75201
(214) 671-9868**

As of February 28, 2026

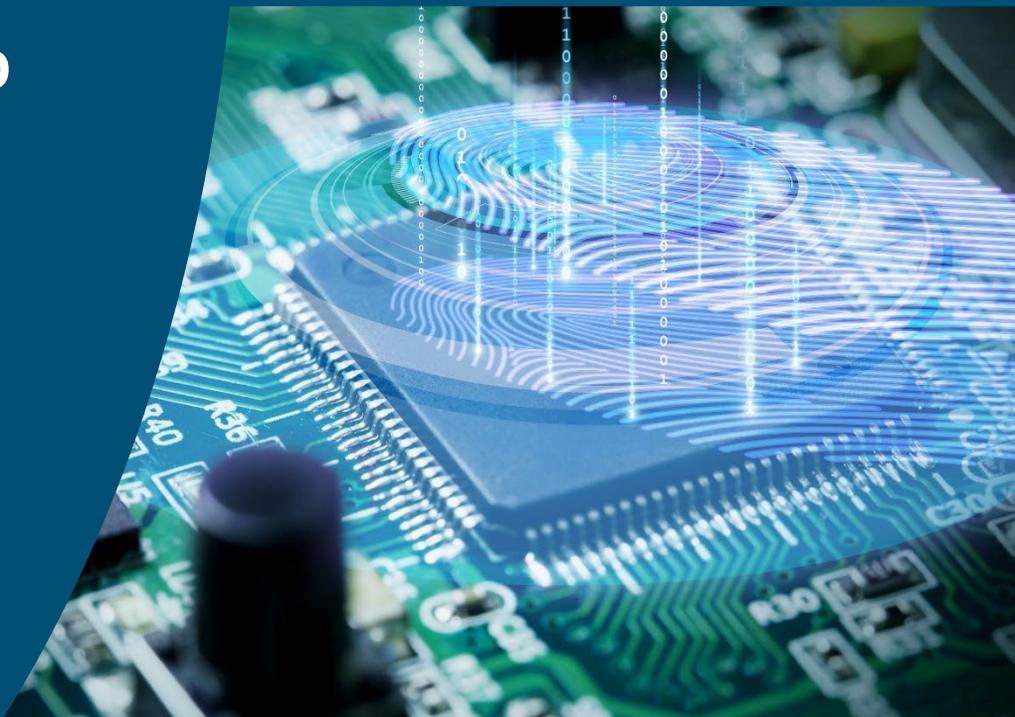


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Executive Summary

The highlights of the February 2026 Technology Accountability Report (TAR) include:

The ITS Enterprise Project Management Office, in collaboration with various City departments, successfully completed two (2) minor projects in February.

- **OnBase solution for PDV Planning Division** – OnBase was implemented in 2015 for the Building Inspection Division and has significantly improved document management, accessibility, and workflow efficiency. This project expands OnBase to all remaining Planning and Development divisions, enabling centralized document access and improving transparency for staff and the public.
- **Upgrade the Document Management System for Vital Statistics** – Vital Statistics use a document management system to image all birth and death certificates originated in the City of Dallas. By leveraging in-house imaging, records are readily available without relying on retrieval from the State’s database, thereby reducing remote printing costs and enhancing customer service.

Following the January 2026 TAR, this report highlights key developments and progress across major technology projects currently advancing within the organization:

- **Fire Station Alerting System** – Dallas Fire Rescue use the Fire Station Alerting System to ensure timely dispatch from 58 stations. Integrated with the CAD system, it notifies firefighters and paramedics of incoming calls. The project was approved by City Council on December 11, 2024 (Item #24-3630), and the contract was finalized on February 21, 2025. Therefore, the official project start date has been updated to February 2025.

Following scope adjustments, the estimated cost has increased by \$929,164, bringing the new total to \$4,567,164. The scope adjustments are essential to meeting the defined design specifications for Dallas Fire Rescue. The updates ensure that system

capabilities, technical configurations, and peripheral equipment remain consistent with operational requirements across both battalions. The revised project completion date is March 2027. *(Reported as Project #5 in this report.)*

- **Computer Aided Dispatch (CAD) and Records Management System (RMS) Universal Replacement** - The project will replace the current CAD and RMS systems with a unified solution supporting the Dallas Police Department, Dallas Fire and Rescue, and Dallas Marshal's Office. The new platform will apply industry's best practices and improve end-to-end incident tracking. City Council approved the project on December 10, 2025 (Item #25-2789A).

The official project start date has been updated to January 2026 with an estimated project cost of \$22,575,728. The revised completion date is November 2027. *(Reported as Project #6 in this report.)*

- **311 Notification Enhancement Phase 2** - This solution streamlines the city's ability to inform the public, solicit opinions, and conduct surveys to better support Dallas residents regarding service changes. The official project start date has been updated to September 2025, with an estimated project cost of \$36,318. The revised completion date is May 2026. *(Reported as Project #8 in this report.)*
- **Infrastructure for New Fire Stations** - Eight (8) new and rebuilt Dallas Fire Stations are being constructed in scope of Stations 19, 21, 36, 41 (Temporary), 41 (Replacement), 46, 58, and 59.

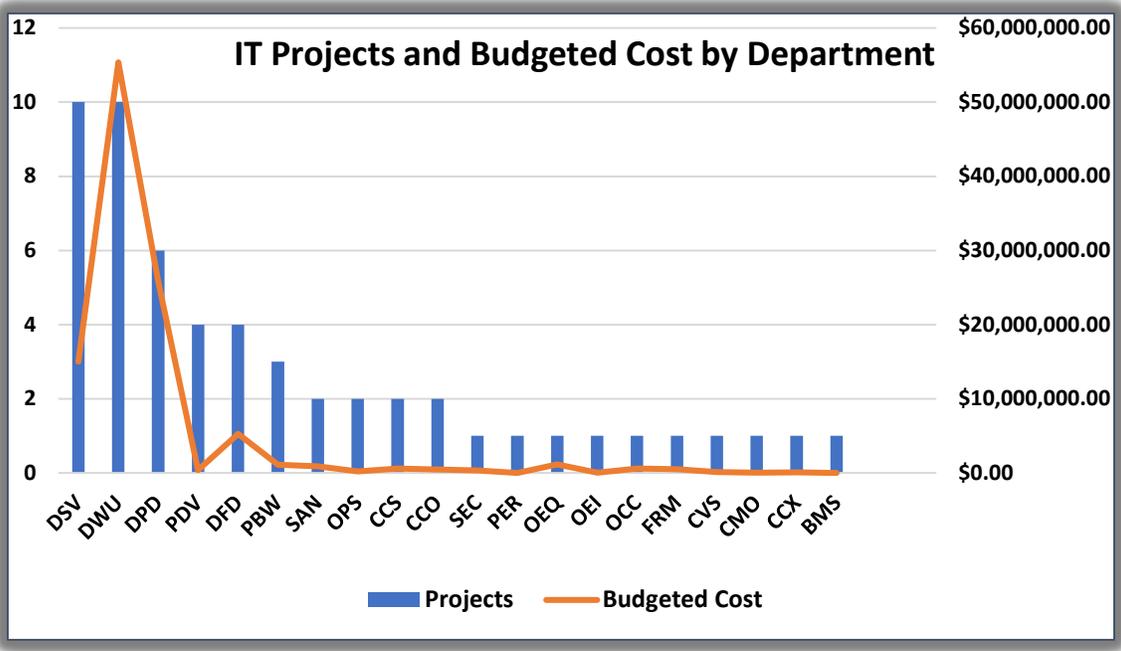
New IT infrastructure, such as cabling, network equipment, workstations, printers, and radio alerting system components, will be deployed and activated in coordination with facility openings. To date, Fire Stations 19, 36, 41, 46, 58, and 59 have been completed. Station 21 is projected to be completed in March 2026. *(Reported as Project #14 in this report and previously reported as a major project in a prior TAR.)*

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Section 1: IT Programs & Projects

A. Project Pipeline

1. IT Projects and Budgeted Cost by City Department

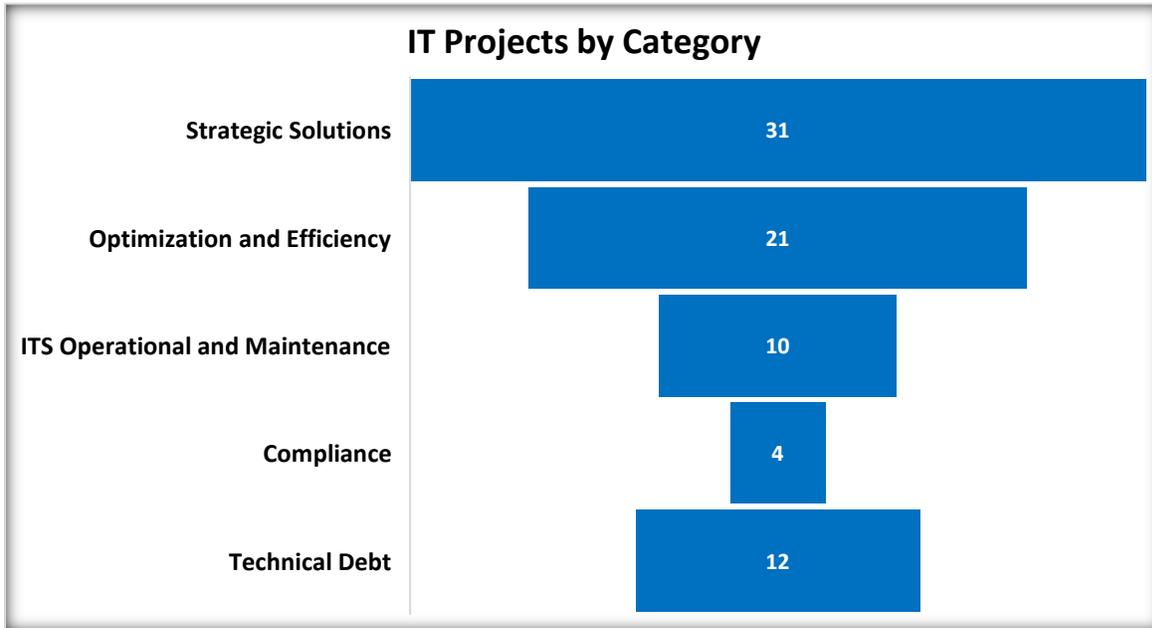


NOTES:

1. As of 02/28/2026, the City of Dallas has 55 approved IT projects in the pipeline.
2. The total budgeted costs for the 55 projects are \$108,017,790.
3. Twenty City Departments are represented across the 55 approved IT projects in the pipeline.
4. Ten Departments have 1 active project each, making up the group in the figure above.

City Departments	Projects	Costs
Dallas Water Utilities	10	\$55.4M
Dallas Police Department	6	\$25.9M
Information & Technology Services	10	\$14.9M
Planning and Development	4	\$371.4K
Dallas Fire Department	4	\$5.3M
Transportation & Public Works	3	\$1.1M

2. IT Projects and Budgeted Cost by Category



NOTES:

1. Thirty-one projects implement Strategic Solutions with new products or services with a budgeted cost of \$62.9M.
2. Twenty-one projects aim to increase Optimization and Efficiency of City processes and systems.
3. Ten projects are internal Operations and Maintenance projects with a budgeted cost of \$1.83M.
4. Four projects address Compliance Standards to meet industry regulations, government policies, and security frameworks with a budgeted cost of \$55M.
5. Twelve projects focus on reducing Technical Debt with a budgeted cost of \$22.01M.

*The number of projects spread among these categories total to more than 55 due to some projects falling into more than one category.

B. Major Project Status

****LEGEND:**

- **Cancelled:** The project has not finished, and work on the project will not continue.
- **Completed:** Work on the project has finished, and all deliverables/tasks have been completed.
- **Delayed:** The project is still active, but we have passed the initial estimated completion date.
- **In Process:** The project is currently being worked on by the project team.
- **Procurement In Process:** The project is in the procurement or contracting phase.
- **On Hold:** The project has not finished, and work on the project has been suspended.
- **Ongoing:** The project consists of multiple phases or is an operational project. Some portions have been completed, but the project has not fully reached fruition.

-  : Addresses Technical Debt
-  : PCI project

	Project Name	Description	Dept	Project Start Date	Estimated Completion	Project Status	Value Adds
1.	Migration of City Data Center	This effort includes review of colocation capabilities to optimize operation center, disaster recovery, and (\$5,000,000 – 2024 Bond)	DSV	Oct 2024	Sept 2027	In Process	
2.	Fusus Devices: Phase I	The Fusus product suite will provide a video and data collaboration platform to expedite intelligence gathering and efficiency of response to situations as they unfold throughout the community which further provide a tool for identifying the location of cameras in proximity that may provide valuable information to aid in the response and/or subsequent investigation. (\$478,589)	DPD	Sept 2022	Dec 2026	In Process	
3.	Fusus Devices: Phase II	This is for the program of “SAFER DALLAS”. Fusus product suite will provide a video and data collaboration platform to expedite intelligence gathering and efficiency of response to situations. (TBD)	DPD	Jan 2026	Jan 2027	Planning	
4.	Electronic Citation (e-Citation) System for Code Compliance	This project will implement an electronic citation system to support the Code Compliance department's operations. The department issues over 69,000 Notices of Violation and over 10,000 citations annually. This system will improve operational efficiency by reducing the amount of time officers spend on-site, reducing paper waste and reducing data entry mistakes from hand-written citations. (\$575,000)	CCS	Aug 2023	Planning	In Process	

	Project Name	Description	Dept	Project Start Date	Estimated Completion	Project Status	Value Adds
5.	Fire Station Alerting System	Dallas Fire Rescue dispatches resources from 58 fire stations to strategically deploy throughout the city. To avoid response delays, DFR relies on a Station Alerting System that integrates with our Computer Aided Dispatch (CAD) system to advise firefighters/paramedics of assistance calls. The current station alerting system is at the end of life, difficult to maintain, and lacks the full range of functionality more modern solutions provide. This project will conduct market research, procure, and implement a new modern station alerting system for Dallas Fire Rescue. (\$4,567,164)	DFD	Feb 2025	Mar 2027	In Process	
6.	CAD & RMS Universal Replacement	This project will replace the current Computer Aided Dispatch (CAD) system and the Records Management System (RMS) with a holistic, universal solution to support Dallas Police Department, Dallas Fire-Rescue, and the Dallas Marshal's office. The goal of this project is a solution utilizing industry's best practices, while also providing uniformity across both platforms. This will support better tracking of incidents from initiation through investigation to final resolution. (\$22,575,728)	DPD	Jan 2026	Nov 2027	In Process	
7.	Surveillance Cameras and Real Time Crime Center	This project will provide a "Real Time Crime Center" capability within Jack Evans police station. It will include 1) building a new command center video room (Real Time Crime Center), 2) building camera installations, 3) video camera software, video storage, surveillance camera installations at intersections, and 4) trailer camera installations. (\$20,409,944)	DPD	Nov 2019	Dec 2026	In Process	
8.	311 Notification Enhancement Phase 2	This solution streamlines the city's ability to inform the public, solicit opinions, and conduct surveys to better support the citizens. It facilitates city authorities' active communication with residents and will help to better inform residents about service changes. (\$36,317)	CMO	Sept 2025	May 2026	In Process	
9.	DWU Billing CIS and Customer Portal Replacement	DWU's current CIS system, SAP, will reach its end of life in 2025. DWU must replace SAP by 2025 in order to ensure continuity of our billing. (\$34,500,000)	DWU	Jul 2022	Apr 2026	In Process	
10.	Implement International Organization for Standardization (ISO) Quality Standards	The ISO Process and Information Management System enable Office of Environmental Quality and Sustainability (OEQ/EQS) department and 15 other city departments to be legally compliant on Environmental, Quality and Occupational Health and Safety Management Standards. (\$1,143,171)	OEQ	Jul 2025	Jul 2026	In Process	

	Project Name	Description	Dept	Project Start Date	Estimated Completion	Project Status	Value Adds
11.	Real Estate Case Management System	This project will streamline the leasing of properties and the utilization of right-of-way by introducing an online application process. It will also give applicants the ability to track the progress of their application in real time. (\$517,000)	FRM	Sept 2022	Feb 2026	In Process	
12.	Dispatch/Communication Video Wall	This video system will be a "video wall" solution to display relevant information regarding Fire and EMS dispatches. It will include Traffic Camera inputs, weather information, and other information to enhance DFR's dispatchers as they work Fire and EMS teams in real-time. (TBD)	DFD	Sep 2024	Planning	In Process	
13.	Implement Enterprise Historical Data Repository	This project will define data governance rules and enable compliant retention of City data from numerous systems. It will provide an approved Data Warehouse for operational support, reporting and regulatory (data retention) compliance. (\$200,000)	PER	Mar 2023	June 2026	Planning	
14.	IT Infrastructures For New Fire Stations 19, 21, 36, 41, 46, 58 & 59	Total of 8 new and rebuilt Dallas Fire Stations are being constructed in scope Sta. 46, 36, 59, 41 Temp, 41 Replacement, 19, 58 and 21 FS/AVI Center. All new IT infrastructures including cabling, network, workstations, printers, radio Alerting system equipment, etc., will be activated in line with facility openings. (\$720,000)	DFD	May 2019	Mar 2026	In Process	

Section 2: IT Operations

A. Outage Report

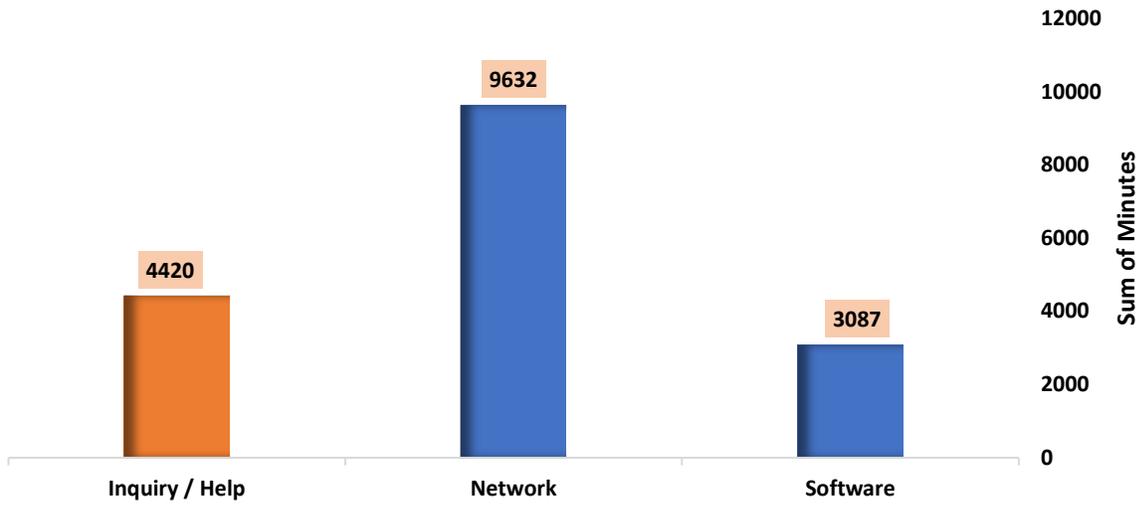
1. Monthly Service Desk Report

The IT Service Desk functions as the single point of contact between the City's IT organization and its end users. The Service Desk handles a variety of requests that include support, setting user passwords, and troubleshooting issues. It assists customers with incident resolution and service request management. The Monthly Service Desk Report provides metrics and trends of the IT service desk performance.

Service Desk Call Metrics

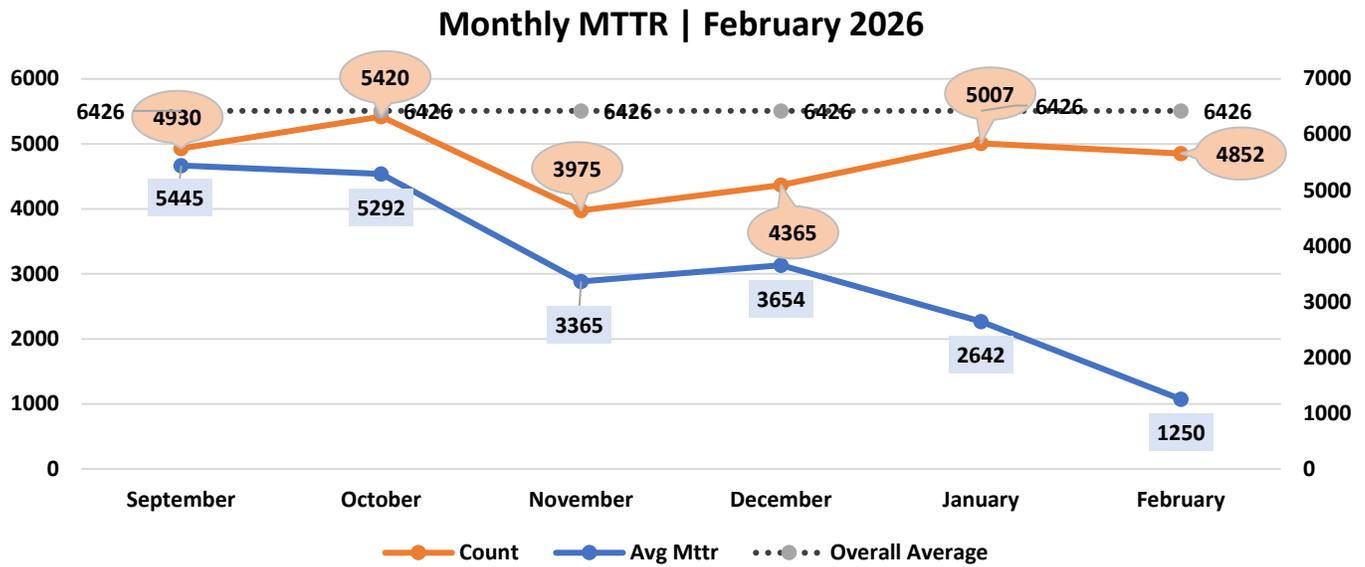
Category	Sep	Oct	Nov	Dec	Jan	Feb
Total Calls	5024	4880	5097	5072	4973	4732
Answered	4966	4859	5078	5065	4923	4697
Abandoned	58	21	19	7	50	35
Abandoned (<10sec)	32	17	14	6	38	21
Abandoned %(<10sec)	1	1	1	0	1	1

Impact Minutes by Issue Category February 2026 Severity 1 and Severity 2



NOTES:

- 1. Severity 1 and Severity 2 incidents are the most severe and most likely result in degraded services or outages that impact the ability of City departments to fulfill their missions.
- 2. The chart tracks major incidents by services and minutes of impact delineated by Critical and High severity.

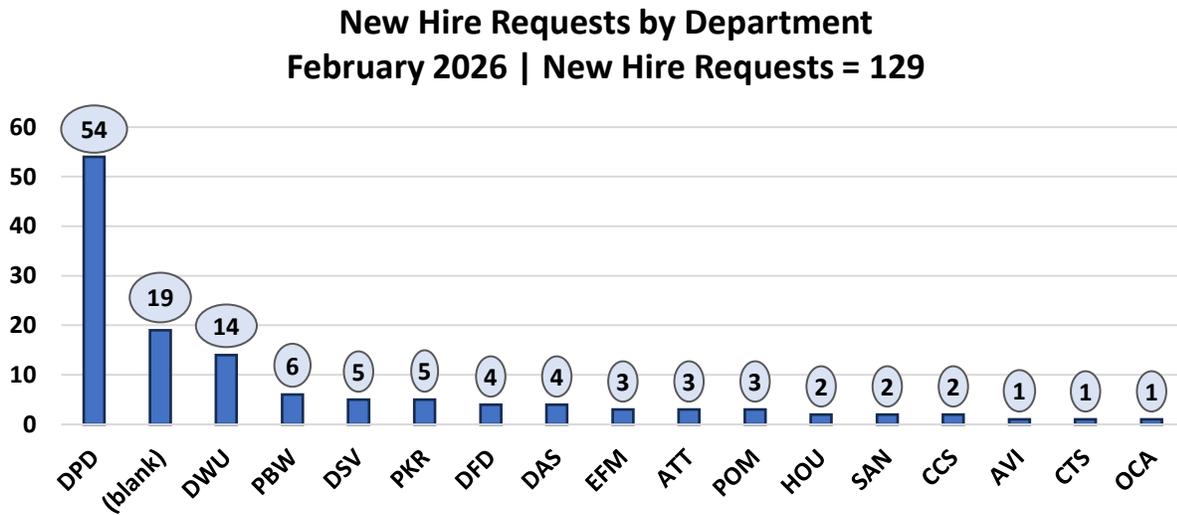


NOTES:

1. This chart provides the trendline for the average mean time to repair (MTTR), an industry standard for tracking the timeliness of resolution on reported incidents.
2. Mean Time to Repair, in these reports, is calculated as the total time from report of incident to the resolution of the incident.
3. February numbers do not include 392 same month tickets which remain “in-progress” and as of the reporting date are not yet resolved.
4. Previous months MTTR figures have been adjusted to reflect 439 incidents from previous months that were closed in this reporting cycle.
5. Previous months MTTR numbers are updated to reflect post reporting month closure validation. February numbers will be updated in March reporting cycle to reflect tickets closed, post data compilation.

B. Service Requests (including new employee onboarding)

1. New Hire Report

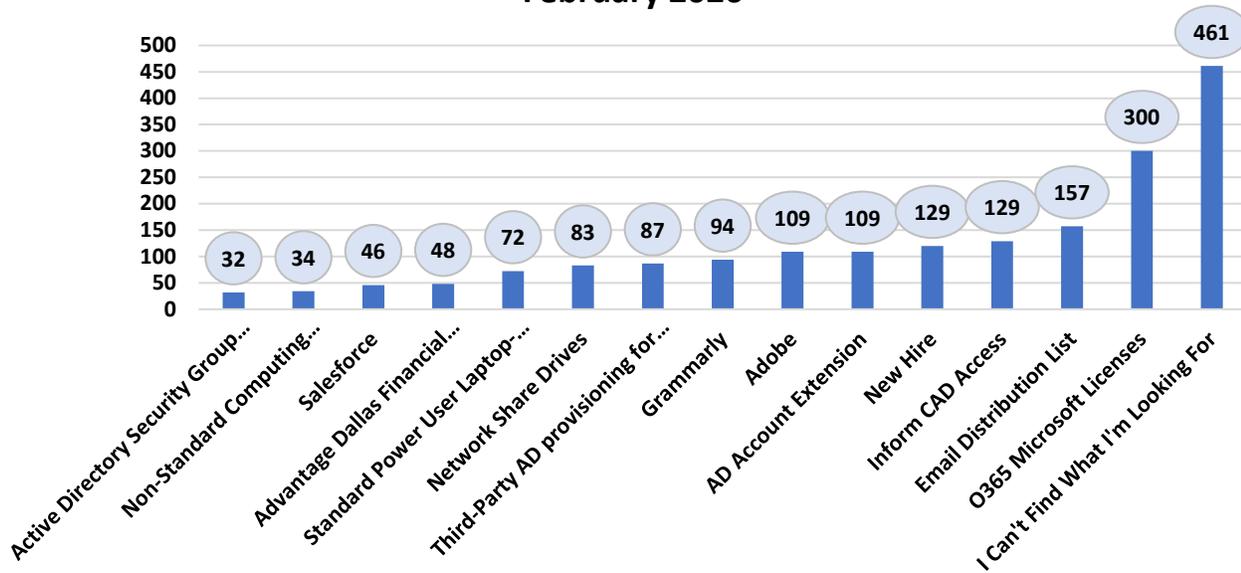


NOTES:

1. In the month of February, a total of 129 requested tickets were generated for new employees.
2. Dallas Police Department, Dallas Water Utilities, and Transportation and Public Works were the top 3 departments for New Hire Requests.

2. Service Request Report (An ask for service – “I Need Software Installed”)

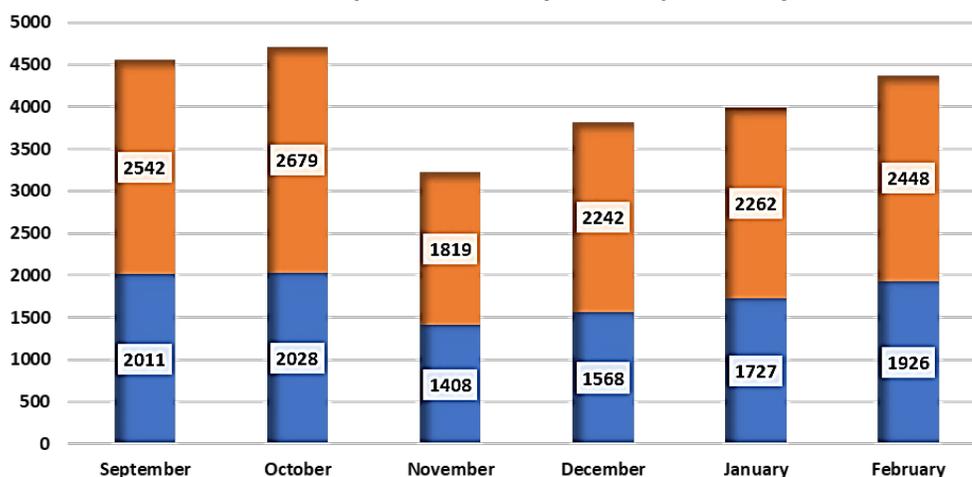
**Top 15 Requested Items
February 2026**



NOTES:

1. February Service Requests total 1926, an increase of 186 over January which totals 1727. This report shows the Top 15 requests by type.
2. “I Can’t Find What I’m Looking For” is a category used when a service catalog item does not exist for what the user is asking.
3. The chart below illustrates that 1926 Requested Tickets generated 2448 Requested Actions. Frequently, one request generates multiple actions to be completed by one or more teams to fulfill the task.

Request Actions by Month | February 2026



C. IT Tier-1 Applications Availability

The City’s IT Applications Support Team is responsible for maintaining, troubleshooting, and providing user assistance for over 650+ applications used across the enterprise. Applications, both Public Safety and Non-Public Safety, are rated based on the critical nature of the application, availability requirements, and the departments they support. They are provided with a tier-based rating. Monthly availability of Tier 1, or other critical applications, serves as a key performance indicator.

February contained 28 days, providing 672 total hours. With the standard maintenance window applied, the reporting period consisted of 668 hours. No outages occurred during this timeframe.

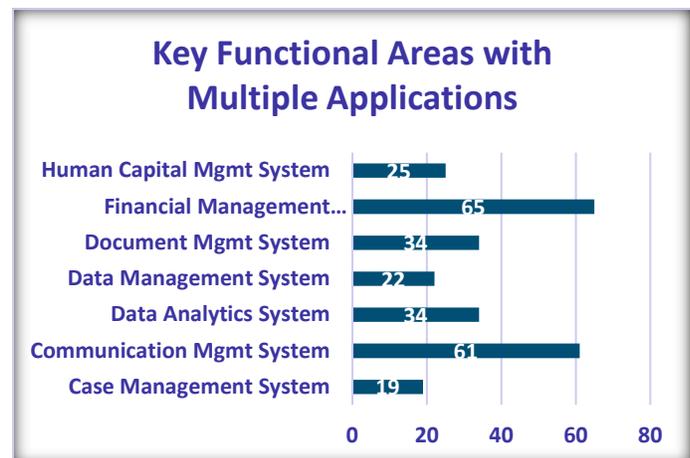
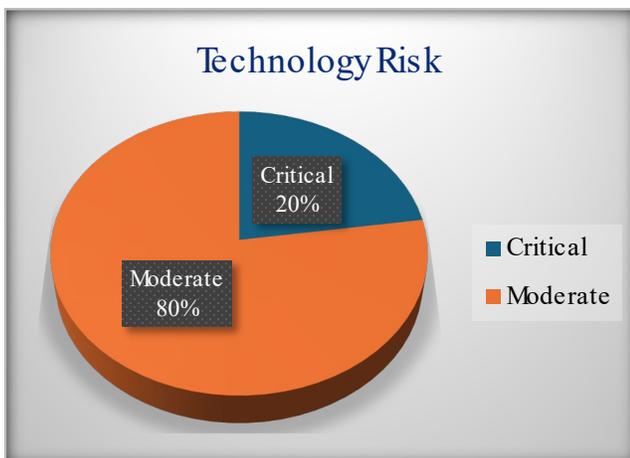
Application	Support Team	PS/ NonPS	Target	JAN Hours	JAN Uptime	FEB Hours	FEB Uptime
Computer Aided Dispatch (CAD)	ITS CAD and RMS	Public Safety	99.99%	740	100%	668	100%
Fire Station Alerting System (Locution)	ITS DFR	Public Safety	99.99%	740	100%	668	100%
Records Mgmt System (RMS)	ITS CAD and RMS	Public Safety	99.99%	740	100%	668	100%
DallasNow Permitting & Building Inspections	ITS Land and Permit	Non-Public Safety	99.98%	740	100%	668	100%
Salesforce CRMS	ITS 311 Salesforce CRMS	Non-Public Safety	99.98%	740	100%	668	100%
Financial - ERP	ITS Financial	Non-Public Safety	99.99%	740	100%	668	100%
DPD Camera System	ITS DPD	Public Safety	99.98%	740	100%	668	100%
911 Vesta System	ITS Vesta	Public Safety	99.99%	740	100%	668	100%
Electronic Document Management	ITS Land and Permit	Non-Public Safety	99.98%	740	100%	668	100%
Work Order Management	ITS	Non-Public Safety	99.98%	740	100%	668	100%

D. Standard Enterprise Software Inventory (SESI)

Over time, as the City’s technology environment has expanded, and systems age leads to increased maintenance costs, extended development time, reduced system quality, and decreased productivity.

In 2025, the City’s Information & Technology Services (ITS) made substantial progress toward modernizing the enterprise technology environment, reducing the city’s risk, and advancing long-term strategic modernization priorities. ITS upgraded a significant portion of the City’s server infrastructure and initiated major efforts to streamline and secure the application portfolio. These improvements strengthen operational efficiency, reduce cybersecurity exposure, and ensure the City is positioned to support future enterprise initiatives.

At the close of January, 115 servers remained following the decommissioning of 5. In February, an additional 10 servers were decommissioned, resulting in 110 remaining servers from the 2025 inventory. For the 92 applications requiring upgrades or replacement ITS continues to evaluate contracts and investigate alternatives. The department also launched a structured decommissioning program to recover virtual resources and establish governance that will prevent the buildup of future technical debt.



Application Risk Watch List

Below is a snapshot of three applications that are considered technical debt. Due to the state of the application, focus is needed to keep these legacy applications functional. ITS logged 5.5 hours supporting tickets on the following systems. Each application is scheduled for an upgrade or replacement.

Application	IT Support Team	New Tickets	Hours Spent	Status
Fire Rescue IDS	ITS DFR Apps Support	1	2 hrs	In progress with multiple modules, Completed Dec 2025
Legacy Permitting	ITS Land and Permitting Apps Support	2	3 hrs	DallasNow go-live Completed May 2025
Fire Station Alerting	ITS DFR Apps Support	1	½ hr	Battalion Two outfitting has started.
	Total	4	5½ hrs	

Section 3: IT Budget Execution

IT Budget Execution provides information on the execution of the IT budget, the management of technology procurements, and the management of IT Human Capital.

A. Contract/Procurement Management

Recent/Upcoming Contracts Requiring Council Approval

Item Approved on March 11th Agenda

Netsync Network Solutions, Inc

A three-year cooperative purchasing agreement for real-time threat monitoring and response service for all city computers and devices.

- **Contract amount - \$2,392,622**

Workday, Inc

A one-year service contract, with two one-year renewal options, for continued subscription services for the City's enterprise human capital management and payroll platform.

- **Contract amount - \$4,890,277**

Upcoming Items for March 25th Agenda

Various Vendors

A five-year service price agreement for temporary staffing support.

- **Contract amount - \$14,688,517**

FTR LTD

A five-year service contract for a digital audio and video recording solution for Municipal Court and Detention Services.

- **Contract amount - \$1,368,521**

B. Budget Performance & Execution – January 2026

Fund 0191 – 9-1-1 System Operations January 2026

Fund 0191 - Expenditure Category	FY 2025-26 Adopted Budget	FY 2025-26 Amended Budget	YTD Actual	YE Forecast	Variance
Civilian Pay	699,647	699,647	205,703	677,628	(22,019)
Pension	101,669	101,669	34,139	101,669	-
Health Benefits	82,900	82,900	31,128	82,900	-
Worker's Compensation	1,763	1,763	1,763	1,763	-
Other Personnel Services	20,797	20,797	1,200	17,506	(3,291)
Total Personnel Services	906,776	906,776	273,933	881,466	(25,310)
Supplies	201,464	201,464	38	201,464	-
Contractual Services	13,963,903	13,963,903	7,489,368	13,963,903	-
Capital Outlay	-	-	-	-	-
Reimbursements	3,185,996	3,185,996	-	3,185,996	-
Total Expenditures	18,258,139	18,258,139	7,763,339	18,232,829	(25,310)

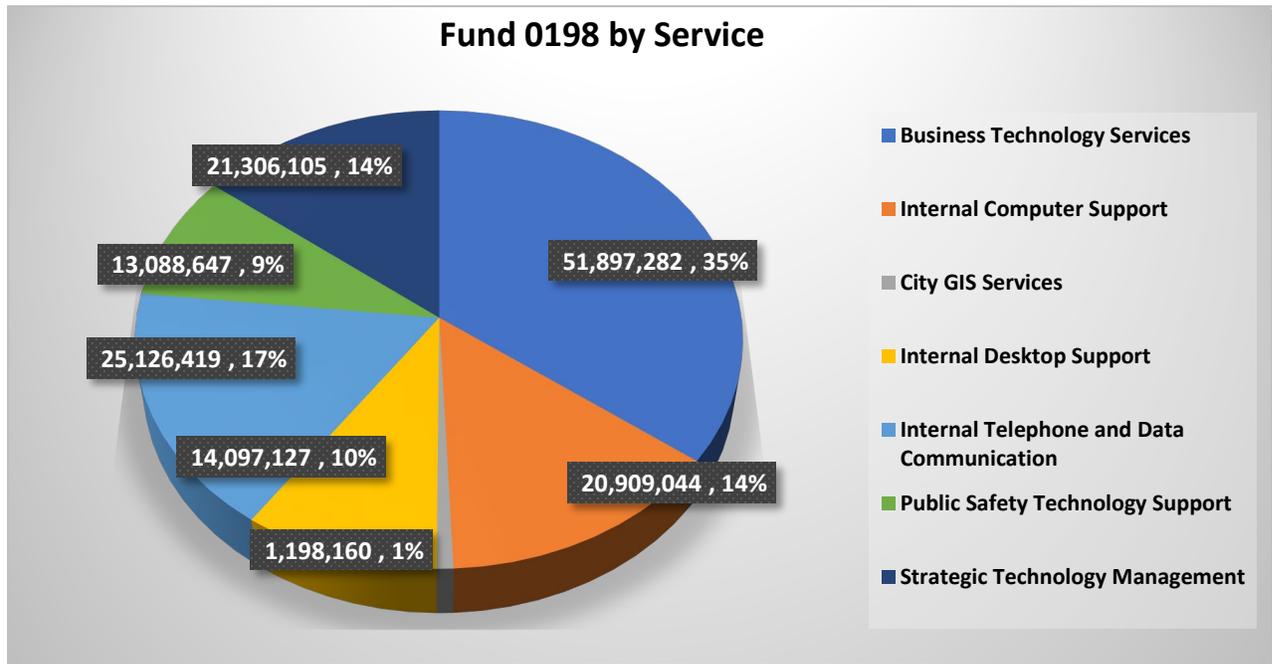
Fund 0197 – Communication Services (Radio Network) January 2026

Fund 0197 - Expenditure Category	FY 2025-26 Adopted Budget	FY 2025-26 Amended Budget	YTD Actual	YE Forecast	Variance
Civilian Pay	2,187,830	2,187,830	567,696	1,974,054	(213,776)
Overtime Pay	146,474	146,474	82,453	146,474	-
Pension	336,928	336,928	111,536	336,928	-
Health Benefits	351,625	351,625	104,554	351,625	-
Worker's Compensation	12,170	12,170	12,170	12,170	-
Other Personnel Services	60,809	60,809	25,820	84,277	23,468
Total Personnel Services	3,095,836	3,095,836	904,228	2,905,528	(190,308)
Supplies	1,190,232	1,190,232	141,331	1,190,232	-
Contractual Services	15,973,057	15,973,057	2,506,999	15,973,057	-
Capital Outlay	-	-	-	-	-
Reimbursements	-	-	-	-	-
Total Expenditures	20,259,125	20,259,125	3,552,557	20,068,817	(190,308)

Budget Performance & Execution *Continued*

Fund 0198 – Data Services January 2026

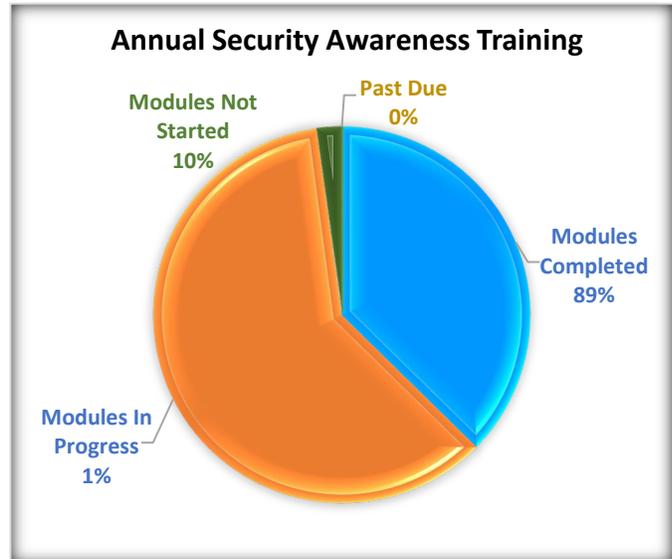
Fund 0198 - Expenditure Category	FY 2025-26 Adopted Budget	FY 2025-26 Amended Budget	YTD Actual	YE Forecast	Variance
Civilian Pay	21,551,106	21,551,106	5,574,591	20,823,883	(727,223)
Overtime Pay	31,612	31,612	2,217	31,612	-
Pension	3,098,160	3,098,160	921,981	3,098,160	-
Health Benefits	2,552,208	2,552,208	762,901	2,552,208	-
Worker's Compensation	56,099	56,099	56,099	56,099	-
Other Personnel Services	794,122	794,122	21,273	677,682	(116,440)
Total Personnel Services	28,083,307	28,083,307	7,339,063	27,239,645	(843,662)
Supplies	1,601,680	1,601,680	120,356	558,809	(1,042,871)
Contractual Services	118,765,550	118,765,550	67,507,892	119,824,331	1,058,781
Capital Outlay	-	-	-	-	-
Reimbursements	-	-	-	-	-
Total Expenditures	148,450,537	148,450,537	74,967,311	147,622,784	(827,753)



Section 4: Cybersecurity Programs

A. Awareness Training

Security Awareness training is measured on an annual basis. Over the last several years ITS has observed a generally positive trend in risk scoring associated with annual employee training. Beginning with each new fiscal year the City will conduct a new set of security awareness courses to meet not only the best practices, but State of Texas House Bill 3834 requirements for all government employees.



ITS is tracking progress and working with City employees to ensure timely completion. The graph above illustrates the percentage of training events completed for the current fiscal year. Employees with less than 25% of the job function on technology are not required to complete Cybersecurity Training.

In addition, ITS continuously applies best practices to the employees around phishing and their ability to recognize and appropriately handle phishing incidents. Campaigns designed given real world scenarios, typically taken from recent events, are sent out to the employees to test their ability to distinguish and act. The “Report Phishing” button found in Outlook has increased both the numbers of test phish and actual phishing emails. The graph illustrates that a total of 80% of recipients did not respond to the emails, 19% correctly reported the message as a phishing attempt, and 1% failed to identify the email as phishing.



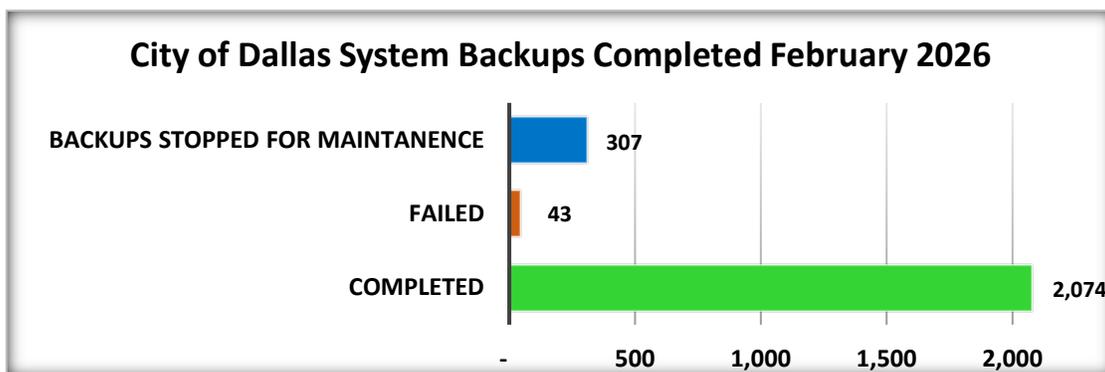
Section 5: IT Infrastructure

IT Infrastructure information and status updates on efforts to upgrade and improve the IT infrastructure used by the city to reduce technical debt, better meet current needs, and build for future service needs.

A. Resiliency - Disaster Recovery and Business Continuity

Resilience is essential in the City’s IT environment because it ensures that the system can continue to function effectively and efficiently even when unexpected events occur. This can include things like hardware or software failures, power outages, natural disasters, and cyber-attacks. Lack of resiliency subjects’ local government to prolonged outages, data loss, and security breaches. These can be costly in terms of services to residents, loss of public trust, and regulatory penalties.

Resiliency can be achieved through a combination of redundancy, fault tolerance, disaster recovery planning, and proactive monitoring and maintenance. By designing and implementing resilient IT systems, the city can minimize the impact of disruptions and maintain business continuity, ensuring that critical applications and services remain available. ITS has begun evaluating opportunities to design the City’s IT environment to improve resilience. A critical component of Disaster Recovery and Business Continuity practices is backing up data, testing data backups, and conducting exercises to ensure that data backups can be successfully utilized to restore business services.



Backups Stopped for Maintenance: Jobs that were in contention with other ongoing maintenance. Subsequent backup jobs are executed to ensure data security.

Failed: Total number of jobs that for any reason did not initially complete successfully. Any job in this category is re-tasked to obtain successful completion.

Completed: Total number of backups that were completed in the month.

B. Audit

Currently, the ITS department is working through several audits that impact technology services. The chart below is representative of the audit remediation efforts and stages.

