

**17-03 Cash Handling - Part B Cash Procedures and Testing Audit, Third Follow-up**

**Status of Corrective Actions in Management Responses**

As of May 2019

Original Report Issuance - July 2017

Follow-up Status: Finding is open and not resolved.



**City Auditor's Office**  
**Emily E. Kidd, CIA, CGAP**  
**Internal Auditor**

City Manager's Office

Finding	Recommendations	Management Response	Follow-up Status
<p><b>Lack of PCI DSS Policy</b>                      Examination of the City of Reno Management Policies and Procedures identified there are no policies addressing Payment Card Industry Data Security Standard (PCI DSS) best practices and standard procedures surrounding credit card data. PCI DSS Requirement 9.10 states, "Ensure that security policies and operational procedures for restricting physical access to cardholder data are documented, in use, and known to all affected parties." Inquiries conducted during the audit identified the lack of training and understanding of PCI standards from employees that handle credit card data. Without appropriate knowledge of and implementation of PCI best practices, credit card data in the City's possession may be compromised.</p>	<p>We recommend the City Manager's Office establish a citywide PCI policy for credit card transactional processing that is based on best practices and make it known to all affected parties.</p>	<p>The City Manager's Office will establish a citywide PCI DSS policy for credit card transactional processing that is based on best practices. By following already established procedures to create a new policy, all affected parties will be notified. The draft policy will be completed by June 30, 2017, with a goal of completing the approval process by July 31, 2017. The City Manager's Office will review the policy on an annual basis to determine if any updates need to be made.</p>	<p>The Department of Information Technology is actively working on researching a PCI policy. It has been determined that a single policy may not be most applicable for the organization. Once the policies are developed, they will be reviewed annually with all City policies.</p>
			<p><u>Audit Comment to First Follow-up:</u>                      This item has not been resolved as of follow-up date 03/28/18. Additional follow-up on this item is scheduled for August 2018.</p>
			<p><u>September 2018, Second Follow-up:</u>                      This item has not been resolved as of second follow-up date 09/21/18. Additional follow-up on this item is scheduled for April 2019.</p>
			<p><u>May 2019, Third Follow-up:</u>  <b>The budget request needed to complete this item was not approved as part of the FY20 budget process. No action can be taken on this until funding is received. DOIT will be instructed to resubmit request for FY21.</b></p>