

OFFICE OF INSPECTOR GENERAL
CITY OF NEW ORLEANS



ED QUATREVAUX
INSPECTOR GENERAL

May 19, 2014

Stephen J. Gordon, Executive Director
Orleans Parish Communication District
118 City Park Avenue
New Orleans, LA 70119

Dear Mr. Gordon:

The Office of Inspector General (OIG) conducted a performance audit of the New Orleans Police Department's (NOPD) Uniform Crime Reporting of Forcible Rape for the period June 1, 2010 through May 31, 2013.

The following conditions were noted during testing that pertain to the Orleans Parish Communications District (OPCD).

1. **Background:** The CAD system is able to produce a final signal listing as well the complete history for any specified items.

What happened: The NOPD's Computer Aided Dispatch System ("CAD") was unable to generate a listing of the initial signal for each call for service.

Impact: Without a listing of initial call signals, the NOPD was unable to report all calls for service to the UCR Program.

Recommendation: The OPCD¹ should develop the coding to query the CAD system to generate a list of the initial signals and its corresponding final signal for all calls for service, including both self-initiated 911 calls as well as incidents reported by NOPD officers.

2. **Background:** The OIG completed a walkthrough on 7/18/2013 of the OPCD General Computer Controls with the former NOPD Sergeant in charge of Communications and Dispatch. We conducted the walkthrough in order to gain a better understanding of NOPD's Information Technology² ("IT") risk management processes, specifically related to CAD.

¹ The administrative office that houses the Communications Department,

² The application of computers and telecommunications equipment to store, retrieve, transmit and manipulate data, often in the context of a business or other enterprise.

2a. What happened: Users were not prompted to change passwords in CAD once the original password was created.

Impact: Systems controls could be bypassed and unauthorized users could gain access to CAD.

Recommendation: The OPCD should develop password procedures to ensure proper authentication and access related to CAD. A policy should be implemented that requires the following:

- Passwords must be changed periodically (timeframe determined by management);
- Passwords must meet complexity requirements (capital letter, number, special character); and
- Passwords must have a minimum password length.

2b. What happened: The CAD system did not have an automatic timeout feature.

Impact: Access controls could be bypassed, and unauthorized users could gain access to CAD.

Recommendation: The OPCD should develop timeout procedures to ensure proper authentication and access related to CAD. Access controls should be implemented to prevent unauthorized users from accessing the CAD system.

Should you have any questions, please contact Eileen Shanklin-Andrus, First Assistant Inspector General for Audit and Review, at 504-681-3200.

Sincerely,



E.R. Quatrevaux

cc: Chief Ronal Serpas, NOPD Superintendent
Andrew D. Kopplin, First Deputy Mayor & CAO
Ret. LTC. Jerry Sneed, Deputy Mayor
Col. Terry Ebbert, Chairman

Dr. Brobson Lutz, Vice-Chairman