



# DENVER ZOO CONSERVATION ALLIANCE

June 16, 2025

Auditor Timothy M. O'Brien, CPA  
Office of the Auditor  
City and County of Denver  
201 West Colfax Ave., Dept. 705  
Denver, Colorado 80202

Dear Mr. O'Brien,

The Office of the Auditor has conducted a performance audit entitled "Outdated Infrastructure." This memorandum provides a written response for each reportable condition noted in the final draft of the Auditor's report, which was sent to us on June 4, 2025. This response complies with Section 20-276 (c) of the Denver Revised Municipal Code.

Please see the subsequent pages for our responses to each recommendation and contact Dean Paulson at [dpaulson@denverzoo.org](mailto:dpaulson@denverzoo.org) - 720-337-1426 with any questions.

Sincerely,

A handwritten signature in black ink, appearing to read "D. Paulson", with a stylized flourish at the end.

Dean Paulson  
Sr. Director of IT

cc: Valerie Walling, CPA, Deputy Auditor  
Dawn Wiseman, CRMA, Audit Director  
Peter Ulrich, Information Systems Audit Manager  
Click or tap here to enter text.  
Greg Vochis, CFO, Denver Zoo Conservation Alliance

## AUDIT FINDING 1

***The Denver Zoo Conservation Alliance is managing the risk of outdated infrastructure, but processes can be improved***

### RECOMMENDATION 1.1

#### Reconcile information technology equipment with inventory

The Denver Zoo Conservation Alliance should perform a reconciliation of IT equipment database with its IT equipment management software records. Then decide whether any equipment not currently being managed should be retired or have the software installed — allowing it to be tracked by the management software.

<b>Agency response</b>	Agree
<b>Target date to complete implementation activities (Generally expected within 60 to 90 days)</b>	9/30/2025
<b>Specific point of contact for implementation</b>	<b>Name:</b> Nick Weaver
	<b>Phone:</b> 720-337-1589

#### Provide a written response

We agree with the recommendation and are conducting a comprehensive audit of all legacy hardware to ensure enrollment in our endpoint management system. Devices found to be incompatible with our endpoint management system will be replaced. This process will be completed by September 30, 2025

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### RECOMMENDATION 1.2

#### Update policies and procedures

The Denver Zoo Conservation Alliance should update its policy by documenting the definition of what outdated infrastructure is and how the risk is accepted and documented for outdated infrastructure to reduce the risk of knowledge loss from staff turnover.

<b>Agency response</b>		Agree
<b>Target date to complete implementation activities (Generally expected within 60 to 90 days)</b>		9/1/2025
<b>Specific point of contact for implementation</b>	<b>Name:</b>	Dean Paulson
	<b>Phone:</b>	720-337-1426
<b>Provide a written response</b>		
<p>We agree with the recommendation and will revise our policies to accurately reflect current operational processes. This includes updates to policies governing our hardware refresh cycle and the management of devices that have reached end-of-manufacturer support, including the acceptable level of associated risk. These updates will ensure policies align with our processes moving forward</p>		