



CITY OF SAN ANTONIO

P.O. Box 839966
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December 9, 2025

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Councilwoman, District 8

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Councilman, District 10

SUBJECT: Audit Report of PRIMELink Application

Mayor and Council Members:

We are pleased to send you the final report of the Public Works Department (PWD) and Information Technology Services Department (ITSD) PRIMELink Application. This audit began in June 2025 and concluded in October 2025. Management's acknowledgement is included in Appendix B of the report. The PWD and ITSD management and staff should be commended for their cooperation and assistance during this audit.

The Office of the City Auditor is available to discuss this report with you individually at your convenience.

Respectfully Submitted,

Buddy Vargas, CPA, CIA, CFE
City Auditor
City of San Antonio

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**CITY OF SAN ANTONIO
OFFICE OF THE CITY AUDITOR**

**PUBLIC WORKS DEPARTMENT AND
INFORMATION TECHNOLOGY SERVICES
DEPARTMENT**
AUDIT OF PRIMELINK APPLICATION
PROJECT NO. AU25-025
DECEMBER 9, 2025

**BUDDY VARGAS, CPA, CIA, CFE
CITY AUDITOR**



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Executive Summary

As part of our annual Audit Plan approved by City Council, we conducted an audit of the Public Works Department (PWD) and Information Technology Services Department (ITSD), specifically the PRIMELink application. The audit objective and conclusion follow:

Determine if security controls for the PRIMELink application are adequate and effective.

Security controls for the PRIMELink application are adequate and effective. PWD has developed and implemented a process to ensure that external and internal users have appropriate system access. In addition, PWD has developed and provides sufficient training materials for users in the form of guides, videos, and live training sessions. The PRIMELink application also enforces password complexity in compliance with industry standards, and incorporates data input controls such as required fields, auto-populated entries, and drop-down selections to promote data accuracy and completeness.

ITSD uses automated schedules to back up servers in the PRIMELink environment, and monitors interface files between PRIMELink and SAP to ensure errors or failures are resolved in a timely manner.

We make no recommendations to PWD and ITSD; consequently, no management responses are required. Management's acknowledgement of audit results is in Appendix B on page 7.

Background

The City of San Antonio Project Reporting Integrated Management Enterprise Link (COSA PRIMELink) is a web-based project management tool hosted by Oracle and is used to manage capital projects. It provides for electronic routing and storage of documents such as invoices, change orders, closeout documents, requests for information (RFIs) and submittals. PRIMELink was implemented in April 2012.

PRIMELink is integrated with SAP, the City's financial software, for payment processing and project budget data and allows consultants, contractors, utility companies and staff to collaborate on and markup plans and specifications. The PRIMELink system is managed by Public Works PRIMELink Helpdesk. The Helpdesk provides Public Works and other city departments such as Aviation and Parks and Recreation with centralized project data and encourages project management efficiency. The PRIMELink system supports several user accounts which include City staff, contractors, consultants, utilities, and other agencies. User access is managed by the PRIMELink Helpdesk, while ITSD manages backups of the servers and assists with configuration changes.

On May 7, 2022, the San Antonio public approved six propositions for the City's 2022-2027 Bond Program totaling \$1.2 billion and including 183 projects to include street, drainage, and parks and facility projects, which are all managed within PRIMELink.

Audit Scope and Methodology

The audit scope was fiscal year 2025.

To gain an understanding of the PRIMELink application, we interviewed PWD and ITSD personnel and conducted walkthroughs of the payment request process and general application controls.

The Oracle Industries Cloud Services Pillar Document and the City's Administrative Directive 7.4a Acceptable Use of Information Technology were our primary criteria for this audit. We also used the Government Accountability Office's (GAO) Federal Information System Controls Audit Manual (FISCAM) which presents a methodology for performing information system control audits in accordance with government auditing standards.

We assessed internal controls relevant to the audit objective. This included a review of user guides, service level agreements, and delivery policies. In addition, as part of our testing procedures we examined the following:

- Assessed appropriateness of user access.
- Verified password requirements are in compliance with policy.
- Reviewed training materials available for application users.
- Verified backups are scheduled for servers in the PRIMELink environment.
- Determined that interfaces to SAP are monitored.
- Reviewed service tickets to ensure Oracle provides timely maintenance and support.

We relied on computer-processed data in SAP to verify employment status for personnel who have PRIMELink user access. Our reliance was based on performing direct tests on the data rather than evaluating the system's general and application controls. We do not believe that the absence of testing general and application controls had an effect on the results of our audit.

We conducted this performance audit in accordance with generally accepted government auditing standards. Those standards require that we plan and perform the audit to obtain sufficient, appropriate evidence to provide a reasonable basis for our findings and conclusions based on our audit objectives. We believe that the evidence obtained provides a reasonable basis for our findings and conclusions based on our audit objectives.

Audit Results

PWD and ITSD have adequate and effective security controls for the PRIMELink application. Specifically, controls over user access are adequate. We reviewed a random sample of 21 vendor user accounts with access to PRIMELink and verified all had signed user agreement forms on file, and all internal users were verified as current employees. Additionally, we verified PRIMELink maintains logs and workflows that capture all creations and approvals, ensuring traceability and accountability. Further, monthly reviews of user accounts, including inactivity reports for vendor accounts, are performed.

PWD has developed and provides sufficient training materials for users. Training materials for PRIMELink, including user guides, videos, and live training sessions, were reviewed and determined to be sufficient to support users of the application.

Backup settings for servers within the PRIMELink environment were reviewed and found to include adequate frequency and retention through automated scheduling. Interfaces between PRIMELink and SAP are actively monitored to ensure errors or failures are promptly addressed. Additionally, password requirements are configured for maximum complexity.

Edit and validation controls for critical data inputs are appropriately designed to prevent missing or inaccurate entries through required fields, auto-populated data, and controlled drop-down selections.

The service level agreement between PWD and Oracle is properly administered. We reviewed a sample of 20 service request tickets submitted to Oracle during the audit period and confirmed that all were resolved within the service level agreement timeframes or were actively being resolved.

Appendix A – Staff Acknowledgement

Nastasha Leach, CIA, CISA, CRMA, CGAP, Audit Manager
Holly Williams, CISA, CRISC, IT Auditor in Charge
Carlos Delgado, Auditor

Appendix B – Management Acknowledgement



CITY OF SAN ANTONIO

SAN ANTONIO TEXAS 78283-3966

October 31, 2025

Buddy Vargas, CPA, CIA, CFE
City Auditor
San Antonio, Texas

RE: Management's Acknowledgement of its Review of PRIMELink Application

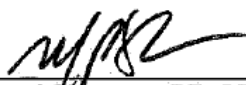
Capital Delivery Department (formerly Public Works Department) and Information Technology Services Department have reviewed the audit report and provided its comments to the auditors. As there are no recommendations for management, no management responses are required.

Capital Delivery Department and Information Technology Services Department:

☒ Fully Agrees

☐ Does Not Agree (provide detailed comments)

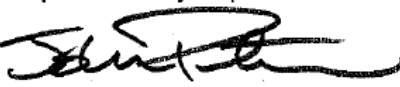
Sincerely,



Michael Shannon, PE, CBO
Director
Capital Delivery Department

11/1/25

Date



John Peterek
Assistant City Manager
City Manager's Office

11/5/25

Date

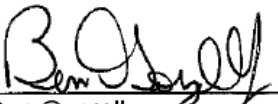


Craig Hopkins
Chief Information Officer
Information Technology Services Department

31 Oct 2025

Date





Ben Gorzell
Chief of Financial and Administrative Services
City Manager's Office

11/12/2025

Date