

IT Project Management Office (PMO) Audit

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Audit Background

The Information Technology Project Management Office (IT PMO):

- Supports new IT-related MassDOT projects
- Determines the project management process based on each project's funding source
- Oversees development, allocates resources, tracks milestones, and communicates with stakeholders
- Identifies, assesses, mitigates, and manages risks throughout the project lifecycle
- Ensures compliance with applicable laws, regulations, standards, and internal policies

Audit Objectives

The primary objectives were to assess:

- Technology project management processes, controls, policies, and procedures for alignment with project goals and objectives.
- The design and operating effectiveness of IT PMO controls and whether they sufficiently mitigate risk.

Audit Scope

Audit Operations conducted this audit to determine whether technology projects follow IT industry best practices and comply with applicable laws, regulations, and MassDOT policies and standards.

Summary of Results

Findings and remediation

Audit Results

Audit Operations concluded that the IT Project Management Office internal control environment is generally well designed and operating effectively to support successful IT project delivery and mitigate project management risks. Audit Operations identified two minor control deficiencies that present opportunities to enhance the design and effectiveness of internal controls.

Summary of MINOR Audit Findings

Segregation of Duties: The IT PMO did not consistently track or document evidence of segregation of duties within project documentation or ServiceNow change tickets, limiting its ability to demonstrate compliance with established SDLC requirements.

- This finding is currently open, and IT is actively remediating it.

Review of Policies and Procedures: Concerning the need for regular, periodic reviews of IT PMO policies and procedures to ensure alignment with current processes, personnel, and state guidance.

- the IT Project Management Office communicated that the finding has been remediated.

Thank you

