

OFFICE OF THE INSPECTOR GENERAL CITY OF BALTIMORE



Isabel Mercedes Cumming
Inspector General

Investigative Report Synopsis

OIG Case # 2018-0857

Issued: January 16, 2019

CITY OF BALTIMORE

CATHERINE E. PUGH, Mayor



OFFICE OF INSPECTOR GENERAL

640 City Hall
100 N. Holliday Street
Baltimore, Maryland 21202

January 16, 2019

Dear Citizens of Baltimore City,

The Office of the Inspector General (OIG) conducted an investigation regarding a complaint from Department of Public Works (DPW) management that a PC Support Technician was engaging in political campaign activity while on City time and utilizing City owned information technology systems. What follows is the public synopsis of the Report of Investigation.

The mission of the OIG is to promote accountability, efficiency, and integrity in City government, as well as the investigation of complaints of fraud, financial waste, and abuse in City government. The OIG investigation determined the DPW employee was engaging in the unauthorized use of City information technology and, in so doing, knowingly exceeded his authority as a PC Support Technician. The OIG, with significant assistance from experts in the Baltimore City Office of Information & Technology (BCIT), determined the employee was in possession of pirating software and hazardous licensing software and other information security tools that were not required as part of his responsibilities. At least one of the applications contained malware that potentially posed an immediate risk to DPW computer systems and networks.

Additionally, the investigation found evidence on the employee's workstation of the installation of applications and related add-ons that allowed for viewing of adult content/pornography. The employee also maintained a mapped drive to sensitive DPW data, including plans for the City's industrial controls water system. Evidence was also found to indicate the employee misused, overused, or inappropriately obtained licensing of copyrighted software and other intellectual property, which could expose the City of Baltimore to damages claims and reputational harm.

Misuse and/or overuse of select software licenses deployed by the employee could have put the City of Baltimore at risk. Specifically, the employee's use of a City computer for extensive personal online activity placed the City's information network and DPW critical infrastructure at risk for potential cyber exploitation and malware infection.

DPW management, in coordination with BCIT, took immediate action to mitigate the actions of the employee. The employee is no longer employed by the City of Baltimore. Mayor Pugh concurred with the OIG findings and ordered the Director of BCIT to immediately review the protocols and accountability measures in place for IT administrators not only in DPW, but throughout City agencies and departments. Accordingly, she has asked for a risk assessment and recommendations to address any issues. The OIG thanks DPW management, BCIT and the Law Department for their assistance in this investigation.



Sincerely,



Isabel Mercedes Cumming, Inspector General
Office of the Inspector General

Cc: Hon. Catherine E. Pugh, Mayor of Baltimore City
Hon. Bernard C. Young, President, City Council
Hon. Joan M. Pratt, Baltimore City Comptroller
Honorable Members of the Baltimore City Council
Hon. Andre M. Davis, City Solicitor