March 25, 2021

Ms. Simone Marstiller, Secretary
Agency for Health Care Administration
2727 Mahan Drive
Tallahassee, FL 32308

Dear Secretary Marstiller,

Enclosed is a six-month status report on the Auditor General's *Information Technology Operational Audit of Surplus Computer Hard Drive Disposal Processes At Selected State Agencies including the Agency for Health Care Administration,* Report No. 2021-028, issued September 2020. This status report is issued in accordance with the statutory requirement to report on corrective actions resulting from the Auditor General's recommendations six months from the report date.

If you have any questions about this status report, please contact Pilar Zaki, Audit Director, at 412-3986.

Sincerely,

Mary Beth Sheffield

Mary Beth Sheffield
Inspector General

MBS/sgb
Enclosure: Six-Month Status Report on AG Report No. 2021-028
cc/enc: Joint Legislative Auditing Committee
             Melinda Miguel, Chief Inspector General, EOG
             Scott Ward, Director of Information Technology, Information Technology
             Julie Madden, Deputy Secretary, Division of Operations
             Cody Farrill, Chief of Staff
             Tiffany Vause, Deputy Chief of Staff
             Pilar Zaki, Audit Director, Office of the Inspector General

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Agency for Health Care Administration
Auditor General IT Operational Audit 2020
Surplus Computer Hard Drive Disposal Processes
at Selected State Agencies, including AHCA (Report No. 2021-028)
Six-Month Status Report as of March 25, 2021

Finding 2:
Periodic Review of Physical Access Privileges. AHCA and DCF physical access policies and procedures need enhancement to ensure that periodic reviews of physical access privileges to secure IT areas are conducted and the results of such reviews are maintained in agency records.

Recommendation:
We recommend that AHCA and DCF management improve physical access policies and procedures to require periodic physical access privilege reviews of secure IT areas and ensure that documentation of such reviews is maintained in agency records.

Agency Response as of March 25, 2021:
Corrected. AHCA's written Administrative Policy & Procedure (AP&P) #4029 Security and ID Badges (physical access policy) has been revised with a workable form for tracking purposes. This revised policy is awaiting approval from the new AHCA Deputy Secretary of Operations who started employment on March 15, 2021.

Process implemented: In addition to termination procedures, AHCA's Support Services section monitors secure IT areas access rights which are granted through AHCA badges. The AHCA Division of IT security team receives monthly logs of access to the Computer Resource Center (CRC) for validation of access privileges.

Agency Response as of September 4, 2020:
The AHCA Division of Operations, Bureau of Support Services has re-written Administrative Policy & Procedure (AP&P) #4029 Security and ID Badges (physical access policy).

Agency Contact
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Finding 3:
Surplus Computer Hard Drive Sanitization and Disposition Procedures and Documentation. AHCA, DCF, and DOE procedures for tracking and maintaining records related to the sanitization and disposition of surplus computer hard drives need improvement.

Recommendation:
We recommend that AHCA, DCF, and DOE management establish comprehensive policies and procedures for the surplus computer hard drive sanitization and disposition process and ensure that agency records appropriately account for and evidence the sanitization and disposition of all surplus computer hard drives.

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Agency Response as of March 25, 2021:
Corrected. AHCA's written Administrative Policy & Procedure (AP&P) #4029 Security and ID Badges (physical access policy) has been revised with a workable form for tracking purposes. This revised policy is awaiting approval from the new AHCA Deputy Secretary of Operations who started employment on March 15, 2021. The tracking form is now in use by the Division of IT and Support Services Office although no items have been surplused since the conclusion of this audit.

Agency Response September 4, 2020:
The AHCA Division of IT has re-written policy AP&P #5007 Media Sanitation Policy as a result of working with the Florida Auditor General during this audit. The AHCA Division of Operations, Bureau of Support Services has also updated AP&P #4007 Property Management.

To ensure that agency records appropriately account for and evidence the sanitization and disposition of all surplus computer hard drives, the Bureau of Support Services is updating the "Request for Certification of Surplus Property Form" which includes the IT certification area to clarify wiping drives versus the removal of hard drives.

Agency Contact
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