

RON DESANTIS
Governor



JOHN F. DAVIS
Secretary

January 12, 2023

Melinda Miguel
Chief Inspector General
400 S. Monroe Street
Tallahassee, FL 32399-0001

Dear Chief Inspector General Miguel:

Section 20.055(6)(h), Florida Statutes, requires the Inspector General to monitor the implementation of the agency's response to any report on the Florida Lottery issued by the Auditor General. The referenced statute further requires that no later than six months after the report is published, the Inspector General must provide a written response on the status of actions taken. The purpose of this letter is to provide updated information on the agency's response to the Auditor General findings and fulfill these requirements.

The Auditor General released report #2023-001, *Games Administration and Selected Administrative Activities*, on July 12, 2022. The attachment details each audit finding and recommendation with the current progress of Lottery staff to address each recommendation.

If you require additional information in these matters, please feel free to contact me at your earliest convenience at (850) 487-7726.

Sincerely,

A handwritten signature in blue ink, appearing to read "A. Mompeller".

Andy Mompeller
Inspector General

cc: Joint Legislative Auditing Committee

Finding	Recommendation(s)	Prior Management Response	Management Response as of January 10, 2023	Anticipated Completion
<p>Finding #1: Department records did not always evidence management review of monthly customer service call reports, that corrective actions were taken to address employee performance issues, or the modification of performance standards to account for unforeseen circumstances. Additionally, Department records sometimes did not evidence that the Department responded to public e-mail inquiries.</p>	<p>We recommend that Games Administration management enhance controls to ensure that management reviews of monthly call reports are documented and retained and, if performance standards are not met, records evidence any corrective actions taken or management’s decision to modify performance standards to account for unforeseen circumstances. Additionally, we recommend that Games Administration management modify monthly e-mail review reports to provide the information necessary to evaluate whether employees responded to all e-mails in accordance with established standards.</p>	<p><u>Management Response to final report:</u> We accept the audit finding and are currently reviewing procedures to ensure proper management of Call Tracking and AskLott Emails. We understand the importance of time management and are currently working to establish an accurate time to complete and monitor those tasks. We will modify performance expectations to account for unforeseen circumstances by adding additional time to reflect a more realistic time for answering calls and responding to AskLott emails. We are revising the time to take a call from 60 seconds to 90 seconds and the time to answer an AskLott email from 2 hours to 48 hours. We will establish a standard to monitor productivity and enhance the review of call reports and establish a way to monitor AskLott emails being sent and evaluate and coach staff when standards are not met. We plan to update our Call Handling Procedures and AskLott Email Processing Procedures to reflect the new standards we plan to implement.</p>	<p>Games Administration has updated unit procedures to revise response times to emails and phone calls: Call Handling Procedures (updated on January 5, 2023) and AskLott Email Processing (updated September 9, 2022). We are working with IR to modify the current tracking program as it relates to AskLott email statistics (received, sent, etc). Management call reports with notations about below standard performance will be saved in a folder for future reference. Additionally, individual call handling analyst expectations will be set, monitored, and communicated to analysts and management to ensure overall group targets are met.</p>	<p>6/30/2023</p>
<p>Finding #2: User access privileges to certain Department systems were not always promptly deactivated when access was no longer required.</p>	<p>We recommend that Department management ensure that Aurora, Axiom Pro, and ARS user access privileges are deactivated immediately upon a user’s separation from Department employment.</p>	<p><u>Management Response to final report:</u> ISM manages the various programs’ user access privileges. ISM’s Lottery Information Security Policy has been updated (eff. 3/18/22) to address the deactivation of an employees’ access upon separation from the Lottery. Per the updated policy, users are now required to be logged out of all systems by 3 p.m. on their final day of employment. Accounts will be disabled on the user’s last day of employment.</p>	<p>ISM’s Lottery Information Security Policy has been updated (eff. 3/18/22) to address the deactivation of an employees’ access upon separation from the Lottery. Per the updated policy, users are now required to be logged out of all systems by 3 p.m. on their final day of employment. Accounts will be disabled on the user’s last day of employment. In addition, ISM and the Gaming System Contract Administrator follow up with reviews to ensure the new policy is being followed. This finding is considered closed.</p>	<p>Completed</p>
<p>Finding #3: Department controls over mobile device text messaging and the retention of text messages in accordance with State law and the State records retention schedule need improvement.</p>	<p>We recommend that Department management enhance mobile device controls to ensure that text message prohibitions are verifiably enforced and, should text messages be sent or received by Department-owned mobile devices, such messages are retained in accordance with State law and the records retention schedule.</p>	<p><u>Management Response to final report:</u> Client Services implemented a process in September of 2021 where the Gaming System Contract Administrator reviews each invoice and points out any text messages to ensure all text capability is shut down on all accounts. For the instances where a text does come through, Client Services will draft a procedure to be introduced in the Lottery iPhone/iPad User Agreement to capture texts to save for retention.</p>	<p>Client Services has revised the procedure to ensure that any texts are sent to users are sent to Client Services for retention. The iPhone/iPad User Agreement has been updated to reflect this. This finding is considered closed.</p>	<p>Completed</p>