Office of Inspector General
4030 Esplanade Way
Tallahassee, FL 32399-0950
850-488-5285

Ron DeSantis, Governor
Jonathan R. Satter, Secretary

Department of
MANAGEMENT
SERVICES
▶ We serve those who serve Florida

September 10, 2019

Jonathan R. Satter, Secretary
Department of Management Services
4050 Esplanade Way
Tallahassee, Florida, 32399-0950

Re: **Auditor General Report No. 2019-152,** *Agency for State Technology, State IT Project Management and Oversight*

Secretary Satter:

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 Department of Management Services (DMS) issued by the Auditor General or by the Office of Program Policy Analysis and Government Accountability. 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.

In March 2019, the Auditor General released its report No. 2019-152 titled Agency for State Technology State IT Project Management and Oversight. The report outlined one audit finding and two recommendations for the Agency for State Technology. On July 1, 2019, the Agency for State Technology merged into the DMS Division of State Technology. The following page details the current progress of the DMS Division of State Technology to address each recommendation.

If you have any questions, please call me at (850) 488-5285.

Sincerely,

Sarah Beth Hall
Inspector General

cc: David Clark, Chief of Staff
Patrick Gillespie, Deputy Secretary of Business Operations
Heath Beach, Deputy Chief Information Officer
Susan Whitmire, Chief of Strategy Management
Melinda Miguel, Chief Inspector General
Kathy DuBose, Coordinator, Joint Legislative Auditing Committee

Department of Management Services
Office of Inspector General

Effective July 1, 2019, the Agency for State Technology (AST) merged with the Department of Management Services' Division of Telecommunications to form the Division of State Technology (DST). The Auditor General's report, Agency for State Technology State IT Project Management and Oversight, is addressed to the AST because the report was issued prior to the AST merger with DMS. The six-month response section of this follow-up report references the current status of corrective actions implemented by the DST.

Finding Number 1: State IT Project Oversight

AST IT project oversight controls need enhancement to ensure that required State agency compliance assessments are conducted and that information regarding State IT projects is accurately reported to the Governor and Legislature.

Recommendation:

We recommend that AST management ensure that IT project oversight activities, including assessments of State agency compliance with AST project management and oversight standards, are conducted in accordance with State law. We also recommend that AST management establish controls to verify the accuracy of the information reported to the Governor and Legislature.

Six-month Follow-up Response:

AST published the 2018 *Information Technology Standards and Guidelines Assessment Report* on December 1, 2018. The 2018 report documents the methodology used for the compliance assessment reviews, which included the self-assessment and verification process. This agency self-assessment and DST verification process is also being used for the 2019 process. The process has been enhanced with the implementation of a cloud platform system Smartsheet to enhance the process. Smartsheet is being used by:

- Agencies to collect and report project inventories,
- Agencies to complete the self-assessment,
- DST for verification of agency reported self-assessment data, and
- DST to consolidate assessment compliance scores into individual and statewide dashboards for reporting.

Lastly, to ensure that the information in the annual report is accurate, members of the Project Assurance team verify the report information prior to publication.

Status: Complete