May 26, 2020

David Altmaier
Commissioner of Insurance Regulation
200 E. Gaines Street, Suite 101
Tallahassee, FL 32399-0326

Re: Auditor General Report No. 2020-065 – Financial Oversight and Market Regulation of Insurers and Selected Administrative Activities

Commissioner Altmaier,

Pursuant to Section 20.055(6)(h), Florida Statutes, the Office of Inspector General is required to provide a written response to the agency head on the status of corrective actions taken no later than six months after publication of a report on the state agency by the Auditor General. A copy of the response is also filed with the Joint Legislative Auditing Committee. Information regarding the status of corrective actions that have been taken in response to the findings that were documented in the referenced report is provided in the attached documentation.

Please let me know if you have any questions regarding this matter.

Sincerely,

Deanna Sablan, CIIG, CIA, CISA, CFE, CIGA, CIGI
Inspector General

Enclosure

cc: Mike Yaworsky, Chief of Staff
Joint Legislative Auditing Committee
### Financial Oversight and Market Regulation of Insurers

1. **Finding**
   - Finding Number: 1
   - Finding Summary: Office controls for timely removing user access privileges to the Financial Analysis and Monitoring Electronic Data Management System need improvement.
   - Recommendation: We recommend that Office management ensure that FAME user privileges are removed immediately upon an employee’s separation from Office employment.

2. **Finding**
   - Finding Number: 2
   - Finding Summary: The Office did not conduct periodic reviews of TeamMate user access privileges and the Office was unable to demonstrate that user access privileges to TeamMate were timely removed when access was no longer required.
   - Recommendation: We recommend that Office management establish policies and procedures for conducting periodic reviews of the appropriateness of TeamMate user access privileges. We also recommend that, when access privileges are no longer required, Office management ensure that the timely removal of TeamMate user access privileges is appropriately documented.

### Management Response

1. **Finding**
   - Management Response: The Office has recommended solutions to address this finding. Redundancies have been added to the internal process for removing access to our Financial Analysis and Monitoring Electronic Data Management System to ensure that access to this system is timely removed in accordance with our standard user access control process.

2. **Finding**
   - Management Response: The Office has recommended solutions to address this finding. TeamMate has been added to the Access Control List and additional procedures put in place to ensure appropriate system access deactivation.

### Management Follow-Up Response

1. **Finding**
   - Management Follow-Up Response: May 21, 2020 – Market Research Technology Unit (MRTU) is notified by DFS HR of all employee separations or job changes through an email to request removal of Financial Analysis and Monitoring Electronic Data Management System (FAME) privileges effective immediately after the employee’s separation is effective.

2. **Finding**
   - Management Follow-Up Response: May 21, 2020 – MRTU has revised its policies and procedures to incorporate TeamMate in its semi-annual Access Control List (ACL) review.

### Status (Open or Closed)

1. **Finding**
   - Status: Recommend – Closed

2. **Finding**
   - Status: Recommend – Open
### Finding Number

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| 3              | **Selected Administrative Activities**  
The Office did not always timely post contract information to the Florida Accountability Contract Tracking System as required by State law or update contract status information in accordance with Department of Financial Services procedures.  
We recommend that Office management establish policies and procedures to ensure that valid contract information is timely posted to and updated in FACTS as required by State law and Department procedures. | The Office has recommended solutions to address this finding. Budget personnel will update the contracting and procurement process to specifically include the posting of contract information to the Florida Accountability Contract Tracking System. | May 21, 2020 – The OIR Budget Office is ensuring that contracts are timely posted and updated into the Florida Accountability Contract Tracking System (FACTS). This includes the posting of any new contract/agreement that has been fully executed, where OIR is one of | Recommend – Open |
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<td>the parties that has executed the agreement. Each fully executed contract is entered in FACTS within 30 days of execution by all parties. The information that is entered into FACTS includes, at a minimum, the type of agreement, vendor information, amount &amp; term of the agreement, budget information, and the deliverables. When contracts expire and/or close, and before the status is updated in FACTS, the Office verifies that all of the deliverables have been met. If the deliverables have been met, the Office verifies that all payments to the contractor/vendor have been made. Respective policies and procedures are being finalized.</td>
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Note: The table is filled with the findings, summaries, recommendations, and responses as per the OIR OIG Audit Follow-Up Report. The specific details are filled in the respective columns as needed.