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Ron DeSantis, Governor
J. Todd Inman, Secretary

September 30, 2021

J. Todd Inman, Secretary
Department of Management Services
4050 Esplanade Way
Tallahassee, Florida, 32399-0950

Re: Auditor General Report No. 2021-182, State of Florida Compliance and Internal Controls Over Financial Reporting and Federal Awards

Dear Secretary Inman:

Section 20.055, Florida Statutes, requires the Inspector General to monitor the implementation of the agency's response to any report on the Department of Management Services (Department) issued by the Auditor General or by the Office of Program Policy Analysis and Government Accountability. The referenced statute further requires that the Inspector General provide a written response on the status of actions taken. The purpose of this letter is to provide updated information on the Department's response to the Auditor General findings and fulfill these requirements.

In March 2021, the Auditor General released Financial and Federal Single Audit Report No. 2021-182 titled *State of Florida Compliance and Internal Controls Over Financial Reporting and Federal Awards*. The report outlined three audit findings and recommendations for the Department. The following pages detail the current progress of the Department to address the findings and recommendations.

If you have any questions or would like additional information, please let me know.

Sincerely,

Sarah Beth Hall
Inspector General

Enclosure

cc: Sean Gellis, Chief of Staff
James Grant, State Chief Information Officer
Melinda Miguel, Chief Inspector General
Kathy DuBose, Coordinator, Joint Legislative Auditing Committee

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**Department of Management Services
Six-month Follow-up to the
Auditor General Report No. 2021-182**

Finding No. 2020-030

In our information technology (IT) operational audit report No. 2020-149, titled *Department of Management Services – State Data Center Operations*, dated March 2020, we noted in Finding 5 that some access privileges did not promote an appropriate separation of duties or were not necessary based on users' assigned job responsibilities. As of June 2020, the Department had not corrected the identified deficiencies.

Recommendation: To promote compliance with State law and an appropriate separation of duties, we recommend that Department management properly restrict administrative access privileges to the mainframe, Windows servers, and Oracle database environments, and the interconnected network domains, to only those functions necessary for the user's assigned job responsibilities and ensure administrative accounts are timely disabled when no longer necessary.

Six-month Follow-up Response: The State Data Center (SDC) initiated project number 2020-003 to address appropriateness of access. The project involves generating agency-specific access listings from each platform, soliciting feedback on access from customer agencies, account clean-up, delegations of access, and where applicable, risk acceptance.

Anticipated completion date is December 31, 2021.

Status Based on the Inspector General Review: Open

Finding No. 2020-031

In our IT operational audit report No. 2020-149, titled *Department of Management Services – State Data Center Operations*, dated March 2020, we noted in Finding 6 that SDC processes for performance and documentation of periodic access reviews need improvement to ensure assigned access remains appropriate. As of June 2020, the Department had not corrected the identified deficiencies.

Recommendation: We recommend that FDMS management perform comprehensive periodic reviews of access privileges for users and ensure that access privileges are timely removed when no longer needed

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Six-month Follow-up Response: The SDC initiated project number 2020-003 to address customer administrator access. The project involves generating agency-specific access listings from each platform, soliciting feedback on access from customer agencies, account clean-up, delegations of access, and where applicable, risk acceptance. Internal account review processes will continue to be evaluated and refined to ensure access is appropriate. Anticipated completion date is December 31, 2021.

Status Based on the Inspector General Review: Open

Finding No. 2020-032

In our IT operational audit report No. 2020-149, titled *Department of Management Services – State Data Center Operations*, dated March 2020, we noted in Finding 10 that certain SDC security controls related to logical access, user authentication, and logging and monitoring, need improvement to ensure the confidentiality, integrity, and availability of customer entity data and related IT resources. As of June 2020, the Department had not corrected the identified deficiencies.

Recommendation: We recommend that Department management improve certain security controls related to logical access, user authentication, and logging and monitoring to ensure the confidentiality, integrity, and availability of SDC data and related IT resources.

Six-month Follow-up Response: The Department continues to evaluate and improve security controls to ensure the confidentiality, integrity and availability of data and IT resources. Anticipated completion date is December 31, 2022.

Status Based on the Inspector General Review: Open