



CHIEF FINANCIAL OFFICER
JEFF ATWATER
STATE OF FLORIDA

August 25, 2014

The Honorable Jeff Atwater
Chief Financial Officer
The Capitol, PL-11
Tallahassee, Florida 32399-0301

Dear Mr. Atwater:

As required by Section 20.055, Florida Statutes, I am providing the Department's six-month status report of corrective actions taken in response to Auditor General Report Number 2014-109, *Department of Financial Services Unclaimed Property Management Information System* (published February 25, 2014).

If you have any questions, please do not hesitate to contact me.

Sincerely,

A handwritten signature in blue ink that reads "Teresa Michael".

Teresa Michael
Inspector General

TM:rlg

Attached

cc: Kathy DuBose, Coordinator, Joint Legislative Auditing Committee
Robert Kneip, Chief of Staff
Charles Ghini, Director of Information Systems
Christina Smith, Director of Accounting & Auditing

**DEPARTMENT OF FINANCIAL SERVICES
OFFICE OF INSPECTOR GENERAL**

**SIX-MONTH FOLLOW-UP REPORT
STATUS OF CORRECTIVE ACTION**

Reviewing Entity	Report	Report Title	Date Published
Auditor General	2014-109	Department of Financial Services Unclaimed Property Management Information System (UPMIS)	February 25, 2014
Finding No. 1	The Department's reviewing and monitoring of program change requests needed improvement.		
Recommendation	The Department should establish a procedure for reviewing and monitoring aging program change requests based on available resources to ensure the system functions as intended by management.		
Original Response	We non-concur. Department policy AP&P 4-06 Requests for IT Services specifies the requirement for management level monitoring of IT service requests. The Division of Information Systems also has a documented change management procedure which outlines the process and associated requirements for change requests. The Department has implemented the defined processes to ensure review and monitoring of aging program change requests for the system based on available resources. As part of our standard operating procedures, we will continue to evaluate processes and implement modifications where appropriate.		
Six-month Follow-up:	August 1, 2014		
Responsible Division	Division of Information Systems		
Reported Status	The Department continues to follow established procedures to ensure effective review and prioritization of change requests based on available resources and business owner prioritization.		
OIG Assessment	OPEN. The Office of Inspector General (OIG) will continue to monitor this finding until corrective action is taken to address the finding or management accepts the risk of not implementing corrective action.		

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Reviewing Entity	Report	Report Title	Date Published
Auditor General	2014-109	Department of Financial Services Unclaimed Property Management Information System (UPMIS)	February 25, 2014
Finding No. 2	The Division of Accounting and Auditing, Bureau of Unclaimed Property did not have procedures to ensure that background checks were performed on employees selected to assist in the annual unclaimed property inventory process.		
Recommendation	The Department should ensure background checks have been completed for all employees assisting with the annual unclaimed property inventory process.		
Original Response	The Department concurs. The Division of Accounting and Auditing's procedures related to the annual inventory process were updated to reflect that background checks must be completed on any employee assisting with the annual inventory.		
Six-month Follow-up:	August 1, 2014		
Responsible Division	Division of Accounting & Auditing		
Reported Status	In September 2014, the Division will conduct its first vault inventory since the procedures were updated, and will ensure that all employees assisting with the inventory have had background checks completed.		
OIG Assessment	CLOSED. Based on the information provided to the OIG, it appears that sufficient action was taken to address this finding.		

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Reviewing Entity	Report	Report Title	Date Published
Auditor General	2014-109	Department of Financial Services Unclaimed Property Management Information System (UPMIS)	February 25, 2014
Finding No. 3	As similarly noted in our Report No. 2007-186, improvements were needed in the Department's procedures for deactivating access privileges to the database used for UPMIS data.		
Recommendation	The Department should ensure that access privileges to the UPMIS database are appropriately deactivated when corresponding access privileges to UPMIS are deactivated.		
Original Response	We concur. The Division previously revised the process for issuing access to the database which resolves the deactivation concern for access issued after the process was implemented. The Division is currently in the process of reviewing existing accounts to identify and resolve any additional access that may have been orphaned due to the former process.		
Six-month Follow-up:	August 1, 2014		
Responsible Division	Division of Information Systems		
Reported Status	On April 29, 2014, the Division of Information Systems completed a database account review which resulted in termination of orphaned user accounts. This effort coupled with the revised access issuance process will ensure that database accounts are deactivated within the timeframes established by Department policy.		
OIG Assessment	CLOSED. Based on the information provided to the OIG, it appears that sufficient action was taken to address this finding.		

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Auditor General	2014-109	Department of Financial Services Unclaimed Property Management Information System (UPMIS)	February 25, 2014
Finding No. 4	Certain security controls related to user authentication needed improvement.		
Recommendation	The Department should improve user authentication controls to ensure the continued confidentiality, integrity, and availability of Department data and IT resources.		
Original Response	The Department will continue to address security controls, as appropriate.		
Six-month Follow-up:	August 1, 2014		
Responsible Division	Division of Information Systems; Division of Accounting & Auditing		
Reported Status	The Department has improved security controls in some areas noted in the report and will continue to address security controls in other areas, as appropriate.		
OIG Assessment	PARTIALLY CLOSED. The OIG will continue to monitor this finding until corrective action is fully implemented to address this finding.		

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**SIX-MONTH FOLLOW-UP REPORT
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Reviewing Entity	Report	Report Title	Date Published
Auditor General	2014-109	Department of Financial Services Unclaimed Property Management Information System (UPMIS)	February 25, 2014
Finding No. 5	Access privileges of selected UPMIS IT programming staff were not appropriate for their job duties.		
Recommendation	The Department should continue to ensure that access to UPMIS is appropriate.		
Original Response	We concur. The Department will continue to review and ensure that access to UPMIS is appropriate.		
Six-month Follow-up:	August 1, 2014		
Responsible Division	Division of Information Systems; Division of Accounting & Auditing		
Reported Status	The Department continues to review access to UPMIS to ensure that it remains appropriate.		
OIG Assessment	PARTIALLY CLOSED. The OIG will continue to monitor this finding until corrective action is fully implemented to address this finding.		