





November 25, 2019

MEMORANDUM

TO: Jim Zingale, Executive Director

FROM:  Sharon Doredant, Inspector General 

SUBJECT: Six-Month Update on Auditor General Report No. 2019-216,
Selected Administrative Activities and Prior Audit Follow-Up

As required by *section 20.055(6)(h), Florida Statutes*, attached is the Department's six-month status update for corrective actions taken in response to Auditor General Report No. 2019-216, Selected Administrative Activities and Prior Audit Follow-Up.

The Office of Financial Management (OFM), Information Services Program (ISP), General Tax Administration (GTA), and Child Support Program (CSP) provided updates on actions taken to correct the following eight findings:

Finding 1: The Department did not always appropriately redact confidential information from contract documents posted to the Florida Accountability Contract Tracking System or notify the Chief Financial Officer, as required by State law, upon becoming aware of contract documents posted without proper redaction.

Status: OFM has an action plan for responding to this finding and expects it to be completed by January 31, 2020.

Finding 2: Department procedures had not been established to ensure that text messages are retained in accordance with State law.

Status: ISP is working with GTA to procure and implement a service that will allow for the retention of text messages; department-wide implementation is expected by March 31, 2020. Text messaging has been disabled on GTA non-smart phones.

Finding 3: Our examination of FLAIR access records for 37 FLAIR user accounts assigned to 32 Department employees and active during the period July 2016 through February 2018 disclosed that employees performing financial management functions had been granted update capabilities to incompatible functions in FLAIR and some employees had unnecessary user accounts.

Status: OFM asserted sufficient action has been taken to close Finding 3 and provided adequate supporting documentation to demonstrate FLAIR user access privileges have been reviewed and modified as necessary. We have questions about documentation provided related to compensating controls when an employee

has been granted incompatible functions in FLAIR, and we will follow up with OFM. We consider this finding partially complete.

Finding 4: As similarly noted in our report No. 2015-194, Department procedures for periodically reviewing Contract Accountability Tracking System (CATS) user access privileges need enhancement to ensure that access privileges assigned to CATS users are authorized and remain appropriate.

Status: OFM has an action plan for responding to this finding and expects it to be completed by December 31, 2019.

Finding 5: Department motor vehicle record keeping controls need improvement.

Status: OFM asserted it has taken sufficient action to close Finding 5. Based on a review of the documentation provided, we consider this finding complete.

Finding 6: Department controls over administration of Florida Single Audit Act (FSAA) requirements continue to need improvement.

Status: GTA is working with the Department of Financial Services (DFS) and Department of Economic Opportunity (DEO) to transfer five FSAA projects to DEO. GTA requested DFS eliminate two FSAA projects from the Catalog of State Financial Assistance, and they have been removed.

Finding 7: As similarly noted in our report No. 2015-194, Department procedures for recording Child Support Program customer complaint information need improvement.

Status: CSP asserted it has taken sufficient action to close Finding 7. Based on a review of the documentation provided, we consider this finding complete.

Finding 8: In some instances, the Department did not timely deactivate user access privileges to the Child Support Enforcement Automated Management System (CAMS) upon an employee's separation from Department employment.

Status: CSP asserted that it has taken sufficient action to close Finding 8. Based on a review of the documentation provided, we consider this finding complete.

For additional information about the findings, recommendations, and corrective actions, please see the attached corrective action plans. If you have any questions, please contact me at 617-8152, or Marie Walker at 717-7598.

SD/tc

Attachments

cc: Andrea Moreland, Deputy Executive Director
Clark Rogers, Interim Chief of Staff
Ann Coffin, CSP Program Director
Maria Johnson, GTA Program Director
Damu Kuttikrishnan, ISP Program Director
Kathy DuBose, Coordinator, JLAC

CORRECTIVE ACTION PLAN

Status Date	Report No.	Report Title		
11/12/19	2019-216	AG 2018 Operational Audit		
Contact Person	Program	Process	Phone No.	
Shannon Segers	EXE	OFM – Purchasing & Facilities	717-7018	
Activity	Accountability		Schedule	
Purchasing	Responsible Unit	Coordinating Unit	Repeat Finding	Anticipated Completion Date
	Purchasing			January 31, 2020
Finding No.	The Department did not always appropriately redact confidential information from contract documents posted to the Florida Accountability Contract Tracking System or notify the Chief Financial Officer, as required by State law, upon becoming aware of contract documents posted without proper redaction.			
Date	1			
Recommendation	We recommend that Department management strengthen controls to ensure that confidential and exempt information is appropriately redacted from contract documents before posting to FACTS. We also recommend that Department management ensure that the Chief Financial Officer is immediately notified should the Department become aware that confidential or exempt information has been posted to FACTS.			
Original Response	Agree. The Department strengthened controls and no longer has contracts that include social security numbers like the 16 contracts reviewed in this finding. Internal procedures have been modified to include mandatory training for contract managers on how to redact documents. Department procedures will be revised to provide for a review of contract documents by Purchasing staff prior to upload to FACTS to ensure that documents have been redacted as needed. Department procedures will also be revised to include a reporting process and notification as recommended.			
Status Updates	<p>This corrective action plan is included in the Office of Financial Management's FY19/20 strategy plan. The CATS manual has been updated with a section on how to redact documents using Adobe Pro. Purchasing procedures are being revised to add a review process to SharePoint for redacted documents and should be finalized by January 31, 2020. Purchasing will work with the Office of the General Counsel to create a process by January 31, 2020 to notify the Chief Financial Officer when a non-redacted document is found on FACTS and remove the document. Purchasing will coordinate with Training and Professional Development (TPD) and the Office of the General Counsel (OGC) to develop this training that will be made available to Contract Managers through the Department's Learning Management System (LMS) by January 31, 2020.</p>			
<input type="checkbox"/> Open <input type="checkbox"/> Management assumes risk <input checked="" type="checkbox"/> Partially complete <input type="checkbox"/> Complete pending OIG verification <input type="checkbox"/> Complete				

CORRECTIVE ACTION PLAN

Status Date	Report No.	Report Title		
11/12/19	2019-216	<i>Selected Administrative Activities and Prior Audit Follow-Up</i>		
Contact Person	Program	Process	Phone No.	
Travis Menke	ISP	Information Security Management	850-717-7223	
Activity	Accountability		Schedule	
Set Up Retention of Texts	Responsible Unit	Coordinating Unit	Repeat Finding	Anticipated Completion Date
	ISP/GTA	ISP		12/31/19
Finding		Department procedures had not been established to ensure that text messages are retained in accordance with State law.		
No.	2			
Date	5/3/2019			
Recommendation		We recommend that Department management establish procedures to ensure that text messages are retained in accordance with State law.		
Original Response		ISP agrees with the finding and will explore text retention options for the Department iPhones and iPads that it manages including optional plans through the cellular provider and third-party archival solutions. The selected solution will be able to retain messages at least five years in order to meet State records retention requirements.		
Status Updates		ISP is working with GTA to implement a service that will allow for the retention of text messages in accordance with State law. ISP is currently in the procurement process for a service that will meet the Department's needs. We expect the procurement process to conclude by 12/31/19, with the implementation of the service across the Department by 3/31/20.		
<input type="checkbox"/> Open <input type="checkbox"/> Management assumes risk <input checked="" type="checkbox"/> Partially complete <input type="checkbox"/> Complete pending OIG verification <input type="checkbox"/> Complete				

CORRECTIVE ACTION PLAN

Status Date	Report No.	Report Title		
11/12/19	2019-216	AG Operational Audit		
Contact Person	Program	Process	Phone No.	
Frances Oven	General Tax Administration	Program Office	850-717-7177	
Activity	Accountability		Schedule	
Retention	Responsible Unit	Coordinating Unit	Repeat Finding	Anticipated Completion Date
	Various	Program Office	No	9/30/2019 <i>(or ISP's date, whichever is later)</i>
Finding		<p>Department procedures had not been established to ensure that text messages are retained in accordance with State law.</p> <p>We recommend that Department management establish procedures to ensure that text messages are retained in accordance with State law.</p> <p>GTA agrees with the recommendation and will follow smart phone procedures established by ISP. In addition, GTA will request providers disable text messaging capability on non-smart phones.</p> <p>ISP is in the process of obtaining software for text message archiving. GTA will work with ISP to install the software on all text message enabled smart phones when notified.</p> <p>Text messaging was confirmed to have been disabled on non-smart phones obtained through Verizon on June 18, 2019. Text messaging on AT&T non-smart phones was disabled on June 26, 2019.</p>		
No.	2			
Date	May 2019			
Recommendation				
Original Response				
Status Updates				
<input type="checkbox"/> Open <input type="checkbox"/> Management assumes risk <input checked="" type="checkbox"/> Partially complete <input type="checkbox"/> Complete pending OIG verification <input type="checkbox"/> Complete				

CORRECTIVE ACTION PLAN

Status Date		Report No.	Report Title	
11/19/19		2019-216	AG 2018 Operational Audit	
Contact Person		Program	Process	Phone No.
Shannon Segers		EXE	OFM – Finance & Accounting	717-7018
Activity		Accountability		Schedule
Finance & Accounting		Responsible Unit	Coordinating Unit	Repeat Finding
		Financial Systems & Analysis		
				Anticipated Completion Date
				TBD
Finding		Our examination of FLAIR access records for 37 FLAIR user accounts assigned to 32 Department employees and active during the period July 2016 through February 2018 disclosed that employees performing financial management functions had been granted update capabilities to incompatible functions in FLAIR and some employees had unnecessary user accounts.		
No.	3			
Date				
Recommendation		We recommend that Department management limit user access privileges to FLAIR to promote appropriate separation of duties and ensure that all user accounts are necessary for the users' assigned job duties.		
Original Response		Agree. Currently FLAIR user access privileges are verified by supervisors of the Process where staff with FLAIR access have update capabilities. The Department will ensure that FLAIR update capability privileges are reviewed quarterly by the user's immediate or higher-level supervisor who is familiar with the user's job duties and the user's need to have the assigned update capabilities. As noted in Finding 3, subsequent to the audit inquiry, the Department modified 14 user accounts to remove some update capabilities and unnecessary user accounts were removed from 3 users. Additionally, mitigating controls such as second-level reviews of all entries into FLAIR and monthly reconciliation of all departmental to central FLAIR account codes are in place to decrease the risk of unauthorized modification, loss, or disclosure of FLAIR data.		
Status Updates		Status as of 11/19/2019:		
<input type="checkbox"/> Open <input type="checkbox"/> Management assumes risk <input checked="" type="checkbox"/> Partially complete <input type="checkbox"/> Complete pending OIG verification <input type="checkbox"/> Complete		The Department has implemented all of the actions listed in our original response. Examples of the most recent quarterly FLAIR access review, a second-level review of a FLAIR disbursement transaction and a monthly FLAIR reconciliation are attached to support this request.		

CORRECTIVE ACTION PLAN

Status Date	Report No.	Report Title			
11/12/19	2019-216	AG 2018 Operational Audit			
Contact Person	Program	Process	Phone No.		
Shannon Segers	EXE	OFM – Purchasing & Facilities	717-7018		
Activity	Accountability		Schedule		
Purchasing	Responsible Unit	Coordinating Unit	Repeat Finding	Anticipated Completion Date	
	Purchasing				
Finding	As similarly noted in our report No. 2015-194, Department procedures for periodically reviewing Contract Accountability Tracking System (CATS) user access privileges need enhancement to ensure that access privileges assigned to CATS users are authorized and remain appropriate.				
No.					4
Date					
Recommendation	We recommend that Department management ensure that CATS user access privileges are independently verified by supervisory personnel and that Department records evidence the appropriateness of all assigned user access privileges.				
Original Response	Agree. Currently CATS user access privileges are verified semiannually by supervisors of the Process where staff with access to CATS have Update or Super user rights. The Department will ensure that CATS user access privileges are reviewed semiannually by the user's immediate or higher-level supervisor who is familiar with the user's job duties and the user's need to have the assigned user access privileges. CATS users will not be allowed to self-approve their CATS access privileges. The CATS Access Review and Approval Form will be modified to require justification for all users with Update or Super access privileges, including users who actively manage contracts.				
Status Updates	<p>STATUS 11/12/2019: The last verification process was performed in February 2019 using a revised Access Review Form. Due to staff turnover, the second semi-annual verification process has not been completed, but is currently underway. The CATS Access Review and Approval Form will be modified as described above to be used in the second semi-annual verification process, which will be completed prior to December 31, 2019.</p>				
<input type="checkbox"/> Open <input type="checkbox"/> Management assumes risk <input checked="" type="checkbox"/> Partially complete <input type="checkbox"/> Complete pending OIG verification <input type="checkbox"/> Complete					

CORRECTIVE ACTION PLAN

Status Date	Report No.	Report Title		
11/19/19	2019-216	AG 2018 Operational Audit		
Contact Person	Program	Process	Phone No.	
Shannon Segers	EXE	OFM – Finance & Accounting	717-7018	
Activity	Accountability		Schedule	
Finance & Accounting	Responsible Unit	Coordinating Unit	Repeat Finding	Anticipated Completion Date
	Asset & Records Management			July 2018
Finding				
No.	5	Department motor vehicle record keeping controls need improvement.		
Date				
Recommendation				
We recommend that Department management revise the daily travel logs to ensure that all required information regarding motor vehicle usage is accurately recorded for entry into the FLEET system.				
Original Response				
Agree. The Department's major programs used their own forms to record travel for an unknown period of time prior to the 2018 operational audit. When this issue was identified in April 2018, a new form was developed for departmental use, and all programs were instructed to begin using the new form in July 2018. The new form includes fields for all data elements required for entry into the FLEET system. The completed forms are reviewed to ensure that all required data is included prior to entry into the FLEET system. A copy of the form and examples of each program using the form are attached.				
Status Updates				
<input type="checkbox"/> Open <input type="checkbox"/> Management assumes risk <input type="checkbox"/> Partially complete <input type="checkbox"/> Complete pending OIG verification <input checked="" type="checkbox"/> Complete	Status as of 11/19/2019: The Department has implemented the actions listed in our original response. Each program has continued to use the form that includes all information required for entry into the Fleet Inventory Management System (FIMS), which replaced the FLEET system in 2019. Examples of each program using the form for the month of October 2019 are attached to support this request.			

CORRECTIVE ACTION PLAN

Status Date	Report No.	Report Title		
11/12/19	2019-216	AG Operational Audit		
Contact Person	Program	Process	Phone No.	
Leslie Hardin	General Tax Administration	Resource Management	850-717-6730	
Activity	Accountability		Schedule	
Administrative Activities	Responsible Unit	Coordinating Unit	Repeat Finding	Anticipated Completion Date
	Resource Management	Program Office	Yes	06/30/2020
Finding		Department controls over administration of Florida Single Audit Act requirements continue to need improvement.		
No.	6			
Date	May 2019			
Recommendation		<p>We continue to recommend that, for all State projects attributed to the Department in the Catalog of SFA, Department management ensure the required FRPs are timely received and properly reviewed and that any instances of recipient noncompliance or other noted deficiencies are timely followed up on and resolved. For those State projects the Department believes the State awarding agency designations should be changed, Department management should continue to consult with the DFS regarding the appropriateness of the designations.</p>		
Original Response		<p>As part of the annual certification process for June 2019, DOR will initiate the following steps:</p> <p>First, DOR will formally request DFS eliminate two CSFA #s 73.005 and 73.014 from the CSFA catalog. DFS has agreed these two projects are not State Financial Assistance.</p> <p>The remaining 10 projects have goals that align with the Department of Economic Opportunity (DEO)'s agency mission. Five projects will be transferred from DOR to DEO as part of the project certification process in June: CSFA #s 73.007, 73.012, 73.013, 73.016, and 73.017. The last five projects expired statutorily in 2015 and will be formally closed out during the following year once all residual activities are complete. These are: 73.010, 73.011, 73.015, 73.019, and 73.020.</p>		
Status Updates		<p>DOR formally requested DFS eliminate 73.005 and 73.014 from the CSFA catalog and they have been removed. https://apps.fldfs.com/fsaa/searchCatalogResults.aspx?SearchCat=1</p> <p>We have formally requested from DFS and DEO that CSFA projects 73.007, 73.012, 73.013, 73.016 and 73.017 be transferred to DEO. As of now, we are waiting for DEO to submit their documentation to DFS for the transfers to be completed.</p>		
<input type="checkbox"/> Open <input type="checkbox"/> Management assumes risk <input checked="" type="checkbox"/> Partially complete <input type="checkbox"/> Complete pending OIG verification <input type="checkbox"/> Complete				

CORRECTIVE ACTION PLAN

Status Date	Report No.	Report Title			
11/18/19	2019-216	AG Operational Audit			
Contact Person	Program	Process	Phone No.		
Carey Abney	Child Support	Customer Service	(850)617-8215		
Activity	Accountability		Schedule		
Customer Complaint	Responsible Unit	Coordinating Unit	Repeat Finding	Anticipated Completion Date	
	Customer Service	Customer Service	Yes	09/30/2019	
Finding	<p>As similarly noted in our report No. 2015-194, Department procedures for recording Child Support Program customer complaint information need improvement.</p> <p>We recommend that Department management enhance the CSP CCC complaint handling process to track the dates customer complaints are received and resolved.</p> <p>The Program will make system modifications to capture in data fields the dates customer complaints are received and resolved. Estimated completion date September 30, 2019.</p> <p>Status as of 9/23/2019: The program office enhanced the CSP Customer Contact Center (CCC) system by modification of two new data fields: Complaint Received Date and Complaint Resolved Date. Documentation of a screenshot of the Customer Complaint Activity shows the two data fields were added.</p>				
No.					7
Date					
Recommendation					
Original Response					
Status Updates					
<input type="checkbox"/> Open <input type="checkbox"/> Management assumes risk <input type="checkbox"/> Partially complete <input type="checkbox"/> Complete pending OIG verification <input checked="" type="checkbox"/> Complete					

CORRECTIVE ACTION PLAN

Status Date	Report No.	Report Title			
6/30/2019	2019-216	Department of Revenue Operational Audit: Selected Administrative Activities and Prior Audit Follow-Up			
Contact Person	Program	Process	Phone No.		
Sharyn Thomas	CSP	Data Safeguarding & Management	(850) 617-8306		
Activity	Accountability		Schedule		
Access Privileges and Employee Separation	Responsible Unit	Coordinating Unit	Repeat Finding	Anticipated Completion Date	
	Data Safeguarding & Management		Yes	5/31/2019	
Finding	In some instances, the Department did not timely deactivate user access privileges to the Child Support Enforcement Automated Management System (CAMS) upon an employee's separation from Department employment. A similar finding was noted in our report No. 2015-194.				
No.					8
Date					
Recommendation	We again recommend that Department management ensure that CAMS user access privileges are deactivated immediately upon an employee's separation from Department employment.				
Original Response	Since 2015, the Department has implemented additional controls to ensure user access is deactivated timely upon separation. The most recent audit found that access was deactivated timely for 772 out of 783 individuals (98.6% effectiveness). Of the 11 not deactivated timely, 2 were due to the team member becoming deceased. To maintain and improve effectiveness, the Department will: <ul style="list-style-type: none"> • Remind supervisors of the requirement for immediate deactivation upon separation by May 31, 2019. • Review the Department's standard performance expectation for supervisors related to appropriate access to systems for their team members, revising as needed, by May 31, 2019. 				
Status Updates	OIG 10/15/2019: The Child Support Program submitted a program procedure for "Separation Report Monitoring" that was effective as of June 21, 2019. It is posted to the Program's Knowledge Central website under the "General Category" and the "Confidentiality and User Access" category with the What's New on Knowledge Central email notification going out on June 28, 2019.				
<input type="checkbox"/> Open <input type="checkbox"/> Management assumes risk <input type="checkbox"/> Partially complete <input type="checkbox"/> Complete pending OIG verification <input checked="" type="checkbox"/> Complete	In addition, the program has created a performance expectation for managers related to "Access and Security of Program Information Resources."				