



**State of Florida
Department of Children and Families**

Rick Scott
Governor

David E. Wilkins
Secretary

DATE: October 16, 2012

TO: David E. Wilkins
Secretary

FROM: Chris Hirst 
Inspector General

SUBJECT: Six-Month Status Report for Auditor General Report No. 2012-138

In accordance with Section 20.055(5)(h), Florida Statutes, enclosed is our six-month status report on Auditor General Report No. 2012-138, "*Department of Children and Family Services, Integrated Benefit Recovery System (IBRS), Information Technology Operational Audit.*"

If I may be of further assistance, please let me know.

Enclosure

cc: Kathy DuBose, Staff Director, Joint Legislative Auditing Committee

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Mission: Protect the Vulnerable, Promote Strong and Economically Self-Sufficient Families, and Advance Personal and Family Recovery and Resiliency



OFFICE OF INSPECTOR GENERAL

David E. Watkins
Secretary

Enhancing Public Trust in Government

Chris Hirst
Inspector General

Project #E-1011DCF-293

October 16, 2012

Six-Month Status Report
DEPARTMENT OF CHILDREN AND FAMILY SERVICES
INTEGRATED BENEFIT RECOVERY SYSTEM (IBRS)
Information Technology Operational Audit

PURPOSE

The purpose of this report is to provide a written response to the Secretary on the status of corrective actions taken six months after the Auditor General published Report No. 2012-138, "Department of Children and Family Services, Integrated Benefit Recovery System (IBRS), Information Technology Operational Audit."

REPORT FINDINGS, RECOMMENDATIONS, STATUS & COMMENTS

The Department was responsible for providing updated status and corrective action comments for findings one through five. Presented below are the full text of the Auditor General's finding statements and recommendations and up-to-date corrective action comments and status, as reported by the Information Technology Services (ITS) and Public Benefits Integrity (OPBI) staff.

FINDING NO. 1: *Benefit recovery claim referrals could be canceled in IBRS without supervisor approval and the cancellations were not timely monitored.*

RECOMMENDATION: *The Department should ensure that benefit recovery claim referral cancellations are approved by a supervisor and timely monitored for appropriateness on an ongoing basis.*

Status (Information Technology Services/Public Benefits Integrity staff): Ongoing

Training is scheduled for October 16, 2012 to review the monthly monitoring and approval process of referral cancellations with the Benefit Recovery Supervisors. The requirement to monitor the Supervisors' monitoring has been added to the yearly monitoring conducted by the Government Operations Specialist.

FINDING NO. 2: *IBRS access privilege authorization documentation for some users was incomplete or missing.*

RECOMMENDATION: *The Department should ensure that access authorization forms are appropriately completed and maintained for all user accounts.*

Status (per Information Technology Services staff): Ongoing

A Technical memorandum is being prepared to send to the local security officers as a reminder of the procedure for the access to and maintenance of authorization forms.

FINDING NO. 3: *The Department did not timely deactivate the IBRS access privileges of some former employees.*

RECOMMENDATION: *The Department should ensure that the access privileges of former employees are deactivated in a timely manner to minimize the risk of compromising IBRS data and IT resources.*

Status (per Information Technology Services Staff): Ongoing

- The Department worked with DCF's Human Resources group to establish a termination file that is sent to the regional and headquarters' security officer. This file is automatically generated from People First and contains a listing of employees separated from the Department. The DCF security officers have been instructed to use this file to terminate FLORIDA system access for the individuals listed. This file is sent to the security officers on a daily basis.
- As a compensating control, the FLORIDA system automatically revokes the RACF account for the user after 45 days of inactivity. The FLORIDA system has been modified to send a monthly SMUM/RACF Reconciliation Report to the security officers to ensure that any discrepancies between SMUM and RACF are resolved timely. RACF revokes user access after 45 days; the SMUM will continue to show the user as active, and these reports assist the security officer in verifying user access and will also assist inactivating users who no longer require system access.

FINDING NO. 4: *The access privileges of some contractors and a Department employee were inappropriate for their job responsibilities and did not enforce an appropriate separation of duties.*

RECOMMENDATION: *The Department should review the folder and file permissions of contractors and employees for all paths of access to IBRS programs and data and adjust the permissions to ensure that access permissions are commensurate with assigned job responsibilities. The Department should also review all administrator-level access privileges to the IBRS database and application servers and make adjustments to ensure that access privileges to the servers are appropriate.*

Status (per Information Technology Services Staff): Ongoing

Folder and file permissions for contractors and employees have been reviewed and updated according to the assigned job responsibilities.

FINDING NO. 5: *Certain security controls related to user authentication needed improvement.*

RECOMMENDATION: *The Department should implement appropriate security controls related to user authentication for IBRS to ensure the continued confidentiality, integrity, and availability of Department data and IT resources.*

Status (per Information Technology Services Staff): Ongoing

While the Department agrees with this finding, the control cannot be met due to technological constraints of the current platform. The limitation is with the FLORIDA mainframe system. This issue will be remediated when we are successful in obtaining Legislative funding to replace the FLORIDA system.

This follow-up audit was conducted as required by Florida Statutes 20.055(5)(h) and section 2500.A1 of the International Standards for the Professional Practice of Internal Auditing as published by the Institute of Internal Auditors. Elton Jones compiled this follow-up audit from representations provided by program management. Please address inquiries regarding this report to Jerry Chesnutt, Director of Auditing, at (850) 488-8722.