

Rick Scott  
GOVERNOR



Jesse Panuccio  
EXECUTIVE DIRECTOR

August 22, 2013

Mr. Jesse Panuccio, Executive Director  
Department of Economic Opportunity  
Suite 212, Caldwell Building  
107 East Madison Street  
Tallahassee, Florida 32399-4120

Dear Director Panuccio:

As required by Section 20.055(5)(h), Florida Statutes, we have prepared the attached status of corrective actions, as of August 20, 2013, taken by Department of Economic Opportunity for findings and recommendations contained in Auditor General Audit Report No. 2013-107, *Department of Economic Opportunity Reemployment Assistance Program, Information Technology Operational Audit*, issued on February 25, 2013. This audit focused on evaluating the effectiveness of selected information technology controls applicable to the UC System during the period from October 1, 2011, through June 30, 2012, and selected Department actions through October 5, 2012.

Three of the seven findings have been fully corrected. Corrective action for the remaining four findings will be implemented either in concert with, or subsequent to, implementation of the new Reemployment Assistance claims and benefits system (Project Connect) scheduled to be launched October 1, 2013.

In accordance with Section 20.055(5)(h), Florida Statutes, I am also copying the Joint Legislative Auditing Committee. If you have any questions, please call me at (850) 245-7141.

Sincerely,

Joseph K. Maleszewski, MBA, CIG, CIA, CISA  
Inspector General

JKM/cam

cc: Joint Legislative Auditing Committee  
Chad Poppell, Chief of Staff  
Tom Clendenning, Division Director, Division of Workforce Services  
Carolyn McGriff, Director of Auditing

Enclosure

**REVISED SIX MONTH FOLLOW OF AUDITOR GENERAL REPORT #2013-107  
IT OPERATIONAL AUDIT OF REEMPLOYMENT ASSISTANCE PROGRAM  
FLORIDA DEPARTMENT OF ECONOMIC OPPORTUNITY  
FOR THE PERIOD: OCTOBER 1, 2011 THROUGH JUNE 30, 2012,  
AND SELECTED DEPARTMENT ACTIONS THROUGH OCTOBER 5, 2012**

| <u>Paragraph/Finding No(s). (1)</u> | <u>Brief Description</u>   | <u>Status of Finding</u> | <u>Comments</u>   |
|-------------------------------------|--|--------------------------|---|
| Finding No. 1                       | Some user access privileges relating to the UC System had been granted in excess of what was necessary for the performance of job responsibilities. In addition, Department documentation of supervisor authorization of some user access privileges did not explicitly describe the access that had been granted to the users. Similar findings related to UC System access privileges were noted in prior audits of the RA Program, most recently our report No. 2012-028. | Partially Corrected      | <p>Please note that Finding No. 1 focused on two separate groups for user access privileges:</p> <p>1) Domain Administrator Access; and,<br/>2) Mainframe System Access.</p> <p>Domain Administrator Access: The Department's Office of Information Systems and Support Services (IT) accepts membership within the domain administrator group for the staff identified as a requirement to perform essential job functions. Furthermore, the passing of a Level II background check is required for all staff to perform these assigned job functions.</p> <p>There were attempts to remove the staff from the domain administrator group, but this process disrupted the ability of each to manage granted permissions to the domain file share server. Since these permissions are different across this server, the only permissions having global access are those for the domain administrator group. These permissions are operationally required to setup new file share permissions and update permissions due to changes requested by the business units on a daily basis. Removing these staff from the domain administrator group negates the ability to log on and troubleshoot issues, review system logs, take needed corrective action, and ultimately manage servers they are responsible for maintaining.</p> <p>The Department's Office of Information Systems and Support Services utilizes groups to provide access control, offering a check and balance effect where no single person has access to do something others cannot see. DEO has also purchased and implemented "Active Administrator", a software solution that will allow for the granular selection of</p> |

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|                                     |  |                          | <p>roles and privileges for staff. This software improves the ability to manage groups and control staff access.</p> <p>Mainframe System Access: The recommendation for Finding No. 1 states, "...the Department should maintain appropriate documentation of supervisor authorization of all specific levels of access privileges that have been granted to employees." The Department is currently reviewing the process by which business units request access to systems and applications. This includes system access authorization forms that document specific access privileges granted to users and the process for obtaining proper authorization. This core process is currently paper-based, which has led to lost and/or missing forms managed by the business units. IT is working with each unit to create an electronic form to centralize this access control process so all future requests are housed in a database repository for ease of management and historical audit control. DEO originally planned to implement this process by June 30, 2013; however, resource deficiencies have resulted in an amended expected implementation date of December 31, 2013.</p> |
| Finding No. 2                       | The Department did not deactivate the access privileges of some former employees and contractors in a timely manner. | Completed                | <p>Training is provided to Resource Access Control Facility security officers when they are designated as security officers. Written guidance is also included in Internal User Guide for Resource Access Control Facility (RACF) Security Officers, which requires access to be terminated on the last day of the individual's employment or last day they are in the position.</p> <p>Managers have been reminded to ensure all supervisors restrict access to the minimum required to perform the duties assigned and to ensure security agreement forms are completed properly and access is terminated in a timely</p>   |

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|                                     |   |                          | fashion when no longer required. Contract managers were also reminded of the Department's requirements. The DEO ISU also audits all accounts semi-annually to ensure accounts are still required and permissions granted match job responsibilities.   |
| Finding No. 3                       | Contrary to the State of Florida, <i>General Records Schedule</i> requirements for the retention of access control records, the Department did not retain complete Appeals or Benefit Overpayment Screening System (BOSS) access control records  | Not Corrected            | As notated in the Departments previous response, security controls are being addressed with the implementation of the new claims and benefits system (Connect). The new system is scheduled to be launched October 1, 2013.  |
| Finding No. 4                       | The Department's review of Appeals application access privileges was not sufficiently comprehensive. Similar findings related to reviews of the UC System and related IT resource access privilege were noted in prior audits of the RA program, most recently our report No. 2012-028. | Completed                | As noted in the Department's previous response, the Department's Internal Security Unit for the Division of Workforce Services is conducting more comprehensive semi-annual reviews of access privileges of the Appeals application.   |
| Finding No. 5                       | Certain Department security controls were deficient in the areas of security event logging and telecommuting, and needed improvement in the area of user authentication. Similar findings were noted in prior audits of the RA Program, most recently our report No. 2012-028.          | Not Completed            | A management decision was made to address enhanced security controls and security event logging through the implementation of Project Connect, scheduled for deployment on October 1, 2013. In regard to telecommuting, the Department of Management Services' (DMS) Division of Human Resource Management administers the Telecommuting Program, which is authorized pursuant to s. 110.171, Florida Statutes. The Department is working with DMS to implement DMS' Telecommuting Security Assessment and Roadmap as soon as it becomes available. DMS does not have an estimated time of completion for the assessment and roadmap at this time. |
| Finding No. 6                       | The Department's Florida Unemployment Compensation Program Operational Security Plan contained outdated and inaccurate information related to the UC System security environment. In addition, there was no evidence of a   | Completed                | The Workforce Services Internal Security Unit developed a RA System Security Plan (SSP). In addition to the SSP revised the legacy RA claims and benefits system Certification and Accreditation approval to continue operating  |

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|                                     | <p>periodic review of the Plan by the Department management to ensure its ongoing effectiveness. Similar finding was noted in our report No. 2012-028.</p>  |                          | <p>the legacy system. The certification Memorandum, dated March 11, 2013, replaced and combined the former RA Operational Security Plan and RA Claims and Benefits System Plan that was issued in 2006. Workforce Services reports that the purpose of SSP is to provide an overview of the operational security requirements of the RA program and describe the operational and technical controls in place or planned for meeting requirements to protect the security and integrity of the RA system, information, and program operations. In addition, Workforce Services reports that SSP delineates roles and responsibilities of persons and organizations that support the RA program and the expected behavior of all individuals who have access to reemployment information and systems.</p> <p>Workforce Services reports that by authorizing SSP, the operational and technical measures, the controls specified in the plan are approved, and the executed SSP corrects this audit finding. In addition, Workforce Services states that SSP shall be reviewed and updated on an annual basis by the Workforce Services Internal Security Unit team, in collaboration and consultation with the DEO Information Security Manager and Chief Information Officer.</p> |
| Finding No.7                        | <p>As similarly noted in prior audits of the RA Program, most recently our report No. 2012-028, the UC System needed improvement with regard to editing of data and calculations of certain percentages and amounts to provide increased assurance of the validity of data within the System.</p> | Not Completed            | <p>As has been previously indicated in prior year findings, it is the Department's intention to address this concern with implementation of the RA Claims and Benefits Information System, Connect, which is scheduled for deployment on October 1, 2013.</p>  |