



State of Florida
Department of Children and Families

Charlie Crist
Governor

Robert Butterworth
Secretary

DATE: February 15, 2008

TO: Robert A. Butterworth
Secretary

FROM: *for* Sheryl G. Steckler
Inspector General *Sheryl Steckler*

SUBJECT: Six-Month Status Report for Auditor General Report No. 2007-200

In accordance with Section 20.055(5)(g), Florida Statutes, enclosed is our six-month status report on Auditor General Report No. 2007-200, "Department of Children and Family Services Grants and other Revenue Allocation and Tracking System, Information Technology Audit."

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

Enclosures

cc: Terry Shoffstall, Staff Director, Joint Legislative Auditing Committee ✓

1317 Winewood Boulevard, Tallahassee, Florida 32399-0700

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

SIX-MONTH STATUS REPORT: AUDITOR GENERAL REPORT #2007-200

"Department of Children and Families - Grants and Other Revenue Allocation and Tracking System"



Sheryl G. Steckler, Inspector General
Jerry Chesnutt, Director of Auditing

Enhancing Public Trust in Government

Report #E-20-0607-119

February 15, 2008

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. 2007-200, *Department of Children and Family Services, Grants and Other Revenue Allocation and Tracking System*.

REPORT FINDINGS, COMMENTS & STATUS

Presented below are the up-to-date corrective action comments and status for the audit findings, taken from representations made by the Chief Information Officer (IS). The full text of the recommendations and updates, as reported by Information Systems staff, is attached.

RECOMMENDATION NO. 1: *The Department should establish and implement a comprehensive security program comprised of all appropriate IT-related policies and procedures, including those addressing the issues noted above.*

Status, per Information Systems staff: Complete

The IS Security Program is available on the Department's intranet site. In July 2007, the Department updated Children and Families Operating Procedures (CFOP) 50-2, *Security of Data and Information Technology Resources* to reflect the Auditor General's recommendations.

RECOMMENDATION NO. 2: *Until the issue with the People First reporting functionality is resolved, the Department should enhance its alternative procedures to ensure that accurate and complete records of all employee terminations are maintained. Additionally, the Department should ensure that user access reviews are performed frequently and that proper access removal is completed, accompanied by appropriate documentation.*

Status, per Information Systems staff: Complete

Revenue Management (ASFMR) employees no longer needing access to GRANTS have been removed according to CFOP 55-18 (7g). This operating procedure was revised on July 18, 2007 as a result of the OAG audit findings.

RECOMMENDATION NO. 3: *For the GRANT System, the Department should establish comprehensive documentation, policies, procedures and training to promote the security and integrity of data and to ensure that user access is appropriate, properly approved, and regularly reviewed; develop a security training program to ensure security and user staff understand their roles and responsibilities; develop and document policies and procedures to ensure that errors and exceptions are reviewed and corrected timely; develop a timeline to complete the user manual, including intervals for scheduling future updates to ensure it is kept current, and develop training to instruct users on system use.*

Status, per Information Systems staff: Expected Completion - March 2008

Once the user manual is updated, it will provide step by step instructions on the use of the system and training will be developed for new users.

RECOMMENDATION NO. 4: *The Department should examine the feasibility of establishing, for the GRANT System, a separation of the functions of application programming, implementation of programs into the production environment, and data modification...*

Status, per Information Systems staff: In Progress

GRANTS programs are being added to our new versioning software, BLSOURCE. Upon completion, we will be able to monitor changes and approvals. This tool, along with our current Change Control Management procedure that separates our production and implementation procedures, will ensure a separation of IT functions.

RECOMMENDATION NO. 5: *The Department should ensure that future application systems include sufficient logging and reporting capabilities that provide a complete record of changes to data, including who made the change and how the data changed.*

Status, per Information Systems staff: Ongoing

As we move forward with future applications we will include sufficient logging & reporting capabilities. These capabilities must be defined & storage space must be included with software development.

This follow-up audit was conducted as required by Florida Statute 20.055(3)(g) 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.

FLORIDA DEPARTMENT OF CHILDREN AND FAMILY SERVICES
SIX-MONTH STATUS REPORT
DEPARTMENT OF CHILDREN AND FAMILY SERVICES -
GRANTS AND OTHER REVENUE ALLOCATION AND TRACKING SYSTEM
INFORMATION TECHNOLOGY AUDIT

Report No. 2007-200

<u>Finding No(s).</u>	<u>Program/Area</u>	<u>Recommendation</u>	<u>Status</u>	<u>Comments</u>
Finding No. 1	IS	The Department should establish and implement a comprehensive security program comprised of all appropriate IT-related policies and procedures, including those addressing the issues noted above.	Complete	We printed out the IS Security Program and 50-2 was updated in July 2007 to reflect their recommendations
Finding No. 2	IS	Until the issue with the People First reporting functionality is resolved, the Department should enhance its alternative procedures to ensure that accurate and complete records of all employee terminations are maintained. Additionally, the Department should ensure that user access reviews are performed frequently and that proper access removal is completed, accompanied by appropriate documentation.	Complete	ASFM/ASFMR employees no longer needing access to GRANTS have been removed according to CF OP 55-18 (7g). This OP was revised on July 18, 2007 as a result of the OAG Audit findings.

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Report No. 2007-200

<u>Finding No(s).</u>	<u>Program/Area</u>	<u>Recommendation</u>	<u>Status</u>	<u>Comments</u>
Finding No. 3	IS	<p>The Department should establish comprehensive documentation, policies, procedures and training to promote the security and integrity of GRANT System data. This should include policies and procedures to ensure that user access to the GRANT System is appropriate, properly approved, and reviewed on a regular basis. The Department should also develop a security training program to ensure GRANT System security and user staff understand their roles and responsibilities in the security process. In addition, the Department should develop and document policies and procedures to ensure that GRANT System errors and exceptions are being reviewed and corrected in a timely manner. The Department should also develop a timeline to complete the GRANT System user manual, including intervals for scheduling future updates to the manual to ensure it is kept current, and develop training to instruct users on system use.</p>	In progress	User Manual still being revised. Expected completion date - March 2008. Once the user manual is updated, it will provide step by step instructions on the use of the system and training will be developed for new users.

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<u>Finding No(s).</u>	<u>Program/Area</u>	<u>Recommendation</u>	<u>Status</u>	<u>Comments</u>
Finding No. 4	IS	<p>The Department should examine the feasibility of establishing, for the GRANT System, a separation of the functions of application programming, implementation of programs into the production environment, and data modification. If such a segregation of duties is not practicable, the Department should, at a minimum, implement a monitoring and review process over GRANT System change control activities, to ensure that unauthorized or erroneous modifications, should they occur, are timely detected.</p>	In progress	<p>50% done. GRANTS programs are being added to our new versioning software tool, BLSource. Upon completion, we will be able to monitor changes and approvals. This tool, along with our current Change Control Management procedure that separates our production and implementation procedures, will ensure a separation of IT functions.</p>
Finding No. 5	IS	<p>The Department should ensure that future application systems include sufficient logging and reporting capabilities that provide a complete record of changes to data, including who made the change and how the data changed.</p>	On-going	<p>As we move forward with future applications we will include sufficient logging & reporting capabilities. These capabilities must be defined & storage space must be included with software development.</p>