



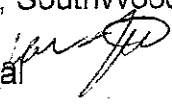
RICK SCOTT
Governor

DEPARTMENT OF MANAGEMENT
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MEMORANDUM

DATE: April 20, 2011
TO: John Wade, Executive Director, SouthWood Shared Resource Center
FROM: Steve Rumph, Inspector General 
SUBJECT: Six-Month Status Update to Auditor General Report No. 2011-021

Pursuant to Section 20.055(5)(g), Florida Statutes, the following is our explanation of the six-month status of findings and recommendations included in the AG Report No. 2011-021, **Agency for Workforce Innovation, Southwood Shared Resource Center – Unemployment Insurance Program**. Our response addresses the findings and recommendations in the same order as they appear in the report.

Six-Month Status Report

**Southwood Shared Resource Center's Response
To the Auditor Generals' Information Technology Operational Audit of
Agency for Workforce Innovation, Southwood Shared Resource Center –
Unemployment Insurance Program**

Finding No. 1 – Appropriateness of Access Privileges

Certain Agency and SSRC security controls relating to user authentication needed improvement.

Recommendation:

The Agency and SSRC should strengthen system access privileges to ensure that an appropriate separation of duties is enforced.

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Response:

The SSRC will create a process to review all system access privileges with the agency on a quarterly basis. The process will be created and implemented by April 1, 2011.

Current Status of Recommendation

The SSRC Mainframe Platform section has created a new process for reviewing access privileges for appropriate separation of duties. This process encompasses UC Claims and Benefits access privileges for AWI Application Programmers and the SSRC Workforce. Upon review, AWI is informed of the results and they will determine what actions\changes are to be made for any access privileges issue.

This process was officially implemented for the April 1, 2011 review.

OIG Position

We agree with the actions taken by the SSRC and recommend this finding be closed.

Finding No. 5 – Security Controls

Certain agency security controls were deficient in the areas of telecommuting and protecting confidential and sensitive information. Additionally, certain Agency and SSRC security controls relating to user authentication needed improvement. These issues were also noted in our report No. 2010-011.

Response:

The SSRC will work with AWI to develop and implement a solution to correct the identified security issues by April 1, 2011.

Current Status of Recommendation

The SSRC Security Policy and associated standards were implemented on February 15, 2011 (IS120.3., IS120.5 and IS120.5.1). Specifically the SSRC Password Standard (IS120.5.1) addresses the specific audit finding revolving around the password complexity issue.

In addition to the above-mentioned policies and standard, the SSRC Mainframe Platform section has developed a plan to institute password complexity by means of adding the requirement of a lower-case alphabetic character to mainframe passwords. A request has been sent to AWI to implement this solution; however, the SSRC has not yet received approval to implement this change.

Mr. John Wade
April 20, 2011
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OIG Position

We agree with the actions taken by the SSRC; however, until AWI grants approval of the SSRC's proposed solution the finding will remain open.

JSR/gz

cc: Kathy Dubose, Staff Director
Joint Legislative Auditing Committee

David W. Martin, Auditor General