

Citrus County Board of County Commissioners

Fleet Inventory Audit

April 1, 2016



Internal Audit Division  
Citrus County Clerk of the Circuit Court and Comptroller



**ANGELA VICK**

CLERK OF THE CIRCUIT COURT AND COMPTROLLER  
CITRUS COUNTY, FLORIDA

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April 1, 2016

The Honorable Angela Vick  
Clerk of the Circuit Court & Comptroller

Dear Mrs. Vick,

Internal Audit has completed the inventory audit for Fleet Management. The general purpose of this report was to assess the effectiveness of internal controls relative to parts inventory. Management responses are included after each observation and recommendation.

We extend our thanks to the Director and personnel of Fleet Management, Systems Management, and the Clerk's Financial Services Department for their cooperation and assistance during the course of this project.

Sincerely,

Robin Barclay  
Chief Audit Officer

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## EXECUTIVE SUMMARY

Internal Audit (IA) has conducted the Board of County Commissioners Fleet Inventory Audit. The audit period covered transaction dates from October 1, 2012 through September 30, 2014, and was limited to parts inventory.

Overall, Fleet Management maintains acceptable levels of internal controls over the parts inventory process. Since the last audit in 2009, the current Fleet Management Director has implemented numerous processes and procedures to improve the inventory function.

The stockroom and storage areas appear well organized for efficient operations. Parts inventory quantities are maintained at reasonable levels. However, testing and analyses disclosed several areas in the Fleet parts inventory and software process that need improvement. Numerous adjustments to inventory and data entry errors affect inventory valuation. Some of these issues were previously addressed in the 2009 Vehicle Usage Audit Report.

Extensive testing of transactions from fiscal year 2013 revealed discrepancies in 53 out of 2,800 invoices, representing a 2% error rate.<sup>1</sup> These errors affected inventory totals and sublet expenditures for both fiscal years 2013 and 2014. The errors resulted in discrepancies totaling \$7,089.51 for fiscal year 2013, and \$3,492.97 for fiscal year 2014.

For fiscal year 2014, limited testing of a random sample of 133 invoices (out of a total population of 2,658 invoices), disclosed a 5% error rate. Of those transactions, six invoices contained discrepancies, which resulted in a net understatement of \$45.48 for fiscal year 2014, and an overstatement of \$26.78 for fiscal year 2015. Extrapolating this error rate to the entire population of 2,658 invoices (based on a traditional non-stratified formula), resulted in 120 transactions having potential errors for fiscal year 2014.

Additional training, increased monitoring, and implementation of reconciliations will ensure a greater degree of accuracy.

<sup>1</sup> *FY13 - The Pentamation invoices and FASTER invoices were combined for extensive testing, yielding a population of 2,800 invoices, due to differing invoice numbers recorded in FASTER and in Pentamation. Additionally, Pentamation transactions included credit invoices that were not recorded in FASTER. The 131 random samples for FY 13 were extracted from a population of 2,629 invoices in Pentamation.*

## 2016 Fleet Inventory Audit Staff Response

ITEM	RECOMMENDATIONS	MANAGEMENT RESPONSE	STATUS
<p><b>Controls for recording data in FASTER should be strengthened.</b></p>	<p><b>Recommendation 1</b></p> <p>Based on the testing and analysis of inventory, IA recommends the following actions to assist FM in achieving accurate physical inventories.</p> <p>a. Management should improve the current review process to reduce data entry errors by providing additional training to staff using FASTER, emphasizing the importance of accuracy and consistency.</p> <p>b. As discussed in Observation 4, implementing a reconciliation and review process will reveal the areas requiring improvement.</p> <p>Proper recordkeeping ensures data is accurate, reliable, and complete.</p>	<p>There will be training, checks and balances to make sure the proper data is being captured in FASTER.</p>	<p><b>Complete</b></p>
<p><b>Some credits for returned parts are not recorded in FASTER.</b></p>	<p><b>Recommendation 2</b></p> <p>Management should:</p> <p>a. implement the appropriate method for recording parts returns and various credits in FASTER.</p> <p>b. update written procedures for recording all parts returns/credits in FASTER.</p> <p>c. reconcile purchases and associated returns/credits with Pentamation data.</p> <p>d. track credits received for prior year purchases for year-end reconciliation adjustments.</p> <p>These actions will strengthen controls, ensure inventory accuracy, and facilitate the reconciliation process.</p>	<p>FMD concurs with the Audit Team to quantify the review process. Training will start after the new Fleet Admin is hired.</p>	<p><b>In-progress On-going</b></p>

## 2016 Fleet Inventory Audit Staff Response

ITEM	RECOMMENDATIONS	MANAGEMENT RESPONSE	STATUS
<p><b>Auctioned and obsolete parts should be tracked by transferring to a 'storeroom' created solely for these transactions.</b></p>	<p><b>Recommendation 3</b></p> <p>Adjusting parts quantities does not provide an adequate audit trail or history of parts movement.</p> <p>According to the FASTER manual, the transfers tab provides a method for tracking the physical movement of parts not associated with receiving or issuing the part. The two types of transfers are:</p> <ul style="list-style-type: none"> <li>a. moving a quantity of a part from one storeroom to another (stock to nonstock, stock to auctioned, e.g.).</li> <li>b. transferring a part from a storeroom back to a vendor.</li> </ul> <p>Tracking physical movements of parts keeps inventory numbers correct and the purchase orders and accounts accurate.</p> <p>IA and the FMD discussed creating a new 'storeroom' for auctioned and obsolete parts that tracks these transactions, which will provide data for management reports and inventory reconciliations.</p> <p>During the audit, the FMD implemented this recommendation, and no further action is required at this time.</p>	<p>During the audit, the FMD implemented this recommendation, and no further action is required at this time.</p>	<p><b>Complete</b></p>

## 2016 Fleet Inventory Audit Staff Response

ITEM	RECOMMENDATIONS	MANAGEMENT RESPONSE	STATUS
<p><b>Monthly reconciliations of FASTER invoices and Pentamation are not performed.</b></p>	<p><b>Recommendation 4</b></p> <p>a. Fleet should perform reconciliations on a regular basis. Several reports are available that can be utilized in reconciling Fleet's invoices recorded in FASTER with Pentamation. Report 4204, Parts Received, is a detailed report to track and analyze parts received by invoice number, vendor name, part number and description, indicating quantities received, unit price, shipping, total cost, and stock and nonstock number. Report 4303, Sublet by Vendor, reflects vendor activity, invoice number, date, and invoice cost.</p> <p>These reports contain the data required to compare transactions recorded in Pentamation, and to reconcile for discrepancies. Other reports to assist in the reconciliation would be parts transfers from storeroom to storeroom, and parts returned to vendor.</p> <p>b. A fiscal-year report, using each of the reports listed above, should be provided to Financial Services with the annual inventory report, which will provide actual costs for inventory. This report would be helpful in analyzing year-end adjustments and would be available for the external auditors.</p> <p>During the audit, IA and the Fleet Management Director agreed that implementing a reconciliation process would provide another control in managing and overseeing the parts inventory. As a result, the Clerk's Financial Services Department will provide training and assistance to execute this activity. The FMD and Financial Services are collaborating on this recommendation to develop a process for implementation.</p>	<p>The FMD and Financial Services are collaborating on this recommendation to develop a process for implementation.</p>	<p><b>In Progress</b></p>

## 2016 Fleet Inventory Audit Staff Response

ITEM	RECOMMENDATIONS	MANAGEMENT RESPONSE	STATUS
<p><b>Systems settings changes should be reviewed and approved by the FMD.</b></p>	<p><b>Recommendation 5</b></p> <p>FASTER best practice recommendation is to “Limit all other rights as much as possible. It is easier to set up a user with limited rights and then to grant other rights as needed, rather than have to take them away because they are not being used properly.”</p> <p>a. To ensure data security, any changes/additions to software access should be documented, stating the reasons for the request, and approved by the FMD. When duties and processes change, evaluate the user’s access to ensure permissions align with current duties.</p> <p>b. Determine why the software vendor requires two user accounts. If only one is required, IA recommends inactivating the unused account.</p> <p>c. Changes to the system settings should be reviewed and approved by the FMD.</p> <p>d. Periodically run a report to determine that system settings changes have not been made without proper authorization and approval.</p>	<p>FMD will approve all updates and changes that need to be made to FASTER. FMD will run periodic reports of any changes to the FASTER system.</p> <p>The two accounts for the software vendor have been deleted from the system.</p>	<p><b>Completed</b></p>

## **SCOPE AND OBJECTIVES**

The audit period covered Fleet parts inventory transactions for the fiscal years 2013 through 2014.

The general objective of this audit was to assess the effectiveness of internal controls relative to Fleet parts inventory, specifically evaluating the following processes:

1. purchasing and issuing parts (work orders)
2. parts returns
3. obsolete inventory
4. inventory reconciliations and adjustments
5. FASTER system access

The audit is a tool to assist management in the evaluation of the organization's internal controls, established policies, procedures, and operations. This audit is not designed to appraise the performance of management.

Although IA exercised due professional care in the performance of this audit, this should not be construed to mean that unreported noncompliance or irregularities do not exist. The deterrence of fraud and/or employee abuse is the responsibility of management. Audit procedures alone, even when carried out with professional care, do not guarantee that fraud or abuse will be detected.

## **METHODOLOGY**

To accomplish the objectives of this audit, IA performed the following:

- ❖ Reviewed FASTER manuals, system data and relevant reports
- ❖ Reviewed and analyzed Fleet FASTER transactions and parts inventory records
- ❖ Reviewed and analyzed year-end inventory reports
- ❖ Reviewed established policies and procedures
- ❖ Reviewed Clerk's financial records
- ❖ Interviewed Fleet Management staff

## **BACKGROUND**

Fleet Management (FM/Fleet) maintains and manages the County's fleet assets, including vehicles, buses, trucks, heavy equipment, trailers, boats, forklifts, generators, ATVs, carts, and other supporting items. Fleet operates as an internal service fund to provide preventive maintenance, routine repairs and fabrication on County vehicles and equipment on a cost reimbursement basis.

During the audit period, departments were charged an annual maintenance fee for routine and breakdown maintenance, based on the previous year's repair and maintenance costs. This method of billing changed on October 1, 2015, whereas Fleet allocates (charges back) actual vehicle maintenance, repair, and labor costs to the user department. These charges are posted each month to the respective departments' expense accounts in the Pentamation software via a vehicle maintenance interface.

To manage their operations, Fleet utilizes the FASTER system. This software package includes modules to:

- Track assets (vehicle and equipment information)
- Process parts (purchases, issuance, and inventory control)
- Track fuel
- Issue work orders (record costs for labor, outside services (sublet), and parts) for billing
- Analyze data via management reports

The asset management module contains comprehensive data to determine vehicle replacement, schedule preventive maintenance, provide historical information by month, year-to-date, and life-to-date, and track warranty information.

The parts management module provides data relative to inventory control, economic order quantity (EOQ), vendors, and utilizes bar coding for issuing and receiving parts, and conducting inventory.

The fuel management module previously recorded fuel transactions generated at the Lecanto Bulk Fuel Site; however, this component was inactivated when Fleet contracted with Wright Express to manage those transactions. Fuel inventory was not included in the scope of this audit.

## **FLEET INVENTORY CONTROLS**

The County hired the present Fleet Management Director (FMD) in 2012. Since then, he has reorganized the operations by reducing inventory-on-hand, installing a new tray system for inventory (with parts clearly labeled and bar coded), strengthened controls over the tire storeroom by further restricting access to one employee--the Parts Person, limited key access to the parts stock room, and initiated quarterly inventory counts.

Additional management controls utilized by the FMD include reviewing and analyzing inventory reports, approving all invoices, and creating written procedures for the various positions. The FMD provided job duties and task outlines. Written procedures are currently undergoing review and revision, due to the Operations Supervisor's retirement in January 2016, and the Parts Person's upcoming retirement in June. With their departure, FM loses a tremendous amount of historical knowledge and experience, which reinforces the need to provide additional training and increase monitoring to ensure a seamless transition of new employees filling those positions.

## **SEPARATION OF DUTIES**

To assess the controls over Fleet inventory, IA conducted interviews with Fleet Management staff, reviewed and analyzed inventory worksheets, reviewed Fleet reports, and analyzed and reviewed FASTER data tables.

IA discussed various duties with the Operations Supervisor, the Parts Person, the Program Systems Technician, and the Senior Secretary. Duties relevant to inventory management are segregated among these employees (all duties non-inclusive):

1. Operations Supervisor
  - a. Receives the driver's vehicle inspection report, which starts the work order process
  - b. Opens the work order, recording equipment number and mileage
  - c. Enters notes regarding repairs, preventive maintenance, parts replacement, etc.
  - d. Assigns work order to mechanic
  - e. Reviews and closes work order upon completion of repairs
2. Parts Person
  - a. Orders non-stock and stock inventory
  - b. Issues stock parts from the storeroom
  - c. Handles returns to the vendors
  - d. Enters credits, warranties, and invoice data into FASTER
3. Program Systems Technician (PST)
  - a. Enters labor charges from work orders
  - b. Generates monthly billings to departments
  - c. Generates FASTER reports
  - d. Functions as FASTER administrator

4. Senior Secretary
  - a. Backup to Parts Person
  - b. Backup to Program Systems Technician
  - c. Verifies invoices in FASTER
  - d. Performs annual inventory
  - e. Responsible for online auctions for obsolete inventory

IA determined that adequate separation of duties is in place. An overlap of duties exists when the Senior Secretary (who reviews invoices) functions as backup to the Parts Person (enters invoices). However, these instances of conflict of duties due to lack of employee staffing are mitigated by management’s review of various documents and reports.

The philosophy regarding separation of duties is that theft by collusion becomes more difficult when more people are involved in a multi-step process. Since inventory duties involve numerous activities and steps, separating these duties reduces the opportunity for collusion.

## Parts Inventory

### Observation 1 – Controls for recording data in FASTER should be strengthened.

IA performed numerous data analytics tests of the FASTER data tables and invoice data in Pentamation processed by the Clerk’s Financial Services Department. Testing included random samplings of 131 invoices for FY13, population of 2629 transactions, and 133 invoices for FY 14, population of 2658 transactions.<sup>2</sup> Additionally, we compared FY 13 invoice data from Pentamation with invoice data recorded in FASTER (approximately 2800 invoices).<sup>3</sup> This was accomplished by comparing the invoices, parts inventory, nonstock parts inventory, sublet, credits, and vendor information from both databases to test for accuracy and completeness.

Below are the results of the analysis for FY13:

1. Items from three invoices were not recorded, resulting in year-end discrepancies in stock, and nonstock accounts.

Account	FY13
Sublet	-
Stock inventory	(39.81)
Nonstock inventory	(11.30)
FY Totals	(51.11)

<sup>2</sup> *Ibid.*

<sup>3</sup> *Ibid.*

2. Inaccurate invoice numbers were recorded.
  - a. The same invoice appeared with two different invoice numbers in FASTER – one in the invoice table, and a different number in the parts received table.
  - b. One vendor’s invoices (approx. 100) were recorded under a PSO/WO number, instead of the actual invoice number, which should correspond to the Pentamation invoice number.
  - c. One invoice number was a typing error.
  - d. Two invoice numbers were incorrect, and did not match the actual invoice numbers.
3. The category for a part – miscellaneous – was recorded in the battery storeroom.
4. Five invoices were posted to incorrect general ledger account numbers, creating discrepancies in stock, nonstock, and sublet accounts:

<b>Account</b>	<b>FY13</b>
Sublet	(409.32)
Stock inventory	(487.18)
Nonstock inventory	896.50
<b>FY Totals</b>	<b>(0.00)</b>

5. Fifteen invoices were posted to the incorrect fiscal year, creating understated and overstated costs in stock, nonstock, and sublet accounts in four fiscal years. Invoice dates consistently did not match FASTER recorded dates, which is due to using the software default date. To achieve accuracy and consistency, the invoice date should be used on all invoices.

<b>Account</b>	<b>FY12</b>	<b>FY13</b>	<b>FY14</b>
Sublet	(8282.56)	7400.16	882.40
Stock inventory	-	-	-
Nonstock inventory	(280.11)	(2330.46)	2610.57
<b>FY Totals</b>	<b>(8562.67)</b>	<b>5069.70</b>	<b>3492.97</b>

6. Inaccurate amounts were recorded on 30 invoices—incorrect quantities, incorrect core/skid refund, duplicate invoice, and incorrect prices.

<b>Account</b>	<b>FY13</b>
Sublet	0.00
Stock inventory	1963.72
Nonstock inventory	107.20
<b>FY Totals</b>	<b>2070.92</b>

7. Other

- a. Six invoices were posted to the incorrect vendor.
- b. Several vendor numbers in FASTER did not match Pentamation vendor numbers.
- c. Vendor names were not updated.

The 53 invoice errors (2% error rate in 2800 invoices) resulted in discrepancies totaling \$7,089.51 for FY 13, and \$3,492.97 for FY14.

<b>Account Summary</b>		
	<b>FY13</b>	<b>FY14</b>
Sublet	6990.84	882.40
Stock inventory	1436.73	0.00
Nonstock inventory	-1338.06	2610.57
<b>FY Totals</b>	<b>7089.51</b>	<b>3492.97</b>

**FY14**

Listed in the table below are the results of the analysis of the 133 transactions sampled for FY14.

- 1. One invoice for \$40.48 was not recorded.
- 2. One invoice for \$19.69 was posted to the incorrect general ledger account.
- 3. One invoice for \$26.78 was posted to the incorrect fiscal year.
- 4. Two invoices totaling \$26.28 were posted with incorrect amounts.
- 5. One invoice omitted the \$4.50 handling fee.

<b>Account</b>	<b>FY14</b>	<b>FY15</b>
Sublet	5.00	
Stock inventory	(65.67)	26.78
Nonstock inventory	15.19	
<b>FY Totals</b>	<b>(45.48)</b>	<b>26.78</b>

The six invoice errors (5% error rate in 133 samples) totaled \$117.73, with a net understatement of \$45.48 for FY 14, and overstatement of \$26.78 in FY 15. Extrapolating these errors to the entire fy 14 population of 2,658 transactions, based on the traditional formula (non-stratified), the projected errors for fy 14 is 120.

The errors listed not only create inventory misstatements (overstated and understated), but also affect the reordering and repair processes. Parts might be reordered when they are not needed, and thereby increase carrying costs. A repair could be delayed if the database indicates the part is available, when in fact, it is not, due to erroneous data input.

Inaccurate data not only affects parts orders and inventory totals, but also financial information.

The FASTER parts processing manual states stock quantities should match the physical inventory count, if the parts process is working well. The FY13 and FY 14 annual inventory reports indicated a net increase adjustment of \$2,243.68, and a net decrease adjustment of \$(133.57), respectively.

**Recommendation 1 –**

Based on the testing and analysis of inventory, IA recommends the following actions to assist FM in achieving accurate physical inventories.

- a. Management should improve the current review process to reduce data entry errors by providing additional training to staff using FASTER, emphasizing the importance of accuracy and consistency.
- b. As discussed in Observation 4, implementing a reconciliation and review process will reveal the areas requiring improvement.

Proper recordkeeping ensures data is accurate, reliable, and complete.

**MANAGEMENT RESPONSE:**

There will be training, checks and balances to make sure the proper data is being captured in FASTER.

## **RECONCILIATIONS**

### **Observation 2 - Some credits for returned parts are not recorded in FASTER.**

IA noted that core credits and some miscellaneous credits are tracked in FASTER. However, invoices and credit memos for returned parts are not always posted. The invoice is held until the vendor issues the credit memo or invoice, which is then forwarded to Finance. If there is a partial return on an invoice, that part being returned is not recorded, and the parts remaining are posted, which creates a different invoice total than the Pentamation total.

The current process does not accurately reflect the invoice activity generated. The FASTER invoice data do not match the invoice payments and respective credits processed in Pentamation. Without complete information for reconciling, the possibility exists that some credits may not be properly applied, and Fleet could overpay for inventory.

IA also noted that vendors do not always reference the original invoice number on their credit memos/invoices, so there were numerous credits that could not be traced back to an original invoice to determine if the amount was a partial credit on a previously posted invoice, or full credit on an invoice that was not recorded in FASTER.

Additionally, IA noted a warranty credit in FY13 for a part ordered in FY12. A credit applied in the current year for a prior year's purchase will decrease the actual current year's expenditures. These types of credits, which may occur occasionally, will skew year-end inventory reconciliations, if not properly tracked.

### **Recommendation 2 –**

Management should:

- a. implement the appropriate method for recording parts returns and various credits in FASTER.
- b. update written procedures for recording all parts returns/credits in FASTER.
- c. reconcile purchases and associated returns/credits with Pentamation data.
- d. track credits received for prior year purchases for year-end reconciliation adjustments.

These actions will strengthen controls, ensure inventory accuracy, and facilitate the reconciliation process.

## **MANAGEMENT RESPONSE:**

FMD concurs with the Audit Team to quantify the review process. Training will start after the new Fleet Admin is hired.

**Observation 3 – Auctioned and obsolete parts should be tracked by transferring to a ‘storeroom’ created solely for these transactions.**

On those occasions when parts are no longer needed, or cannot be returned to a vendor for credit, Fleet sells that inventory through GovDeals.com. Current practice to remove these items from the FASTER database is to adjust the part quantity, with a notation of the auction date.

Transferring inventory to a storeroom for auctioned and obsolete parts would create a history, or audit trail, and provide additional information for reconciling part transfers that may not be accurately reflected by adjusting part quantities.

**Recommendation 3 –**

Adjusting parts quantities does not provide an adequate audit trail or history of parts movement.

According to the FASTER manual, the transfers tab provides a method for tracking the *physical* movement of parts not associated with receiving or issuing the part. The two types of transfers are:

- a. moving a quantity of a part from one storeroom to another (stock to nonstock, stock to auctioned, e.g.).
- b. transferring a part from a storeroom back to a vendor.

Tracking physical movements of parts keeps inventory numbers correct and the purchase orders and accounts accurate.

IA and the FMD discussed creating a new ‘storeroom’ for auctioned and obsolete parts that tracks these transactions, which will provide data for management reports and inventory reconciliations.

During the audit, the FMD implemented this recommendation, and no further action is required at this time.

**MANAGEMENT RESPONSE:**

During the audit, the FMD implemented this recommendation, and no further action is required at this time.

**Observation 4 – Monthly reconciliations of FASTER invoices and Pentamation are not performed.**

As stated in Observation 1, IA noted numerous data entry errors regarding parts inventory.

Currently, reconciliations of FASTER and Pentamation invoices are not performed. The reconciliation process is an important control that ensures both sets of records agree, that expenditures align with budgeted funds, and data is reliable and accurate.

By maintaining monthly reconciliations, errors will be corrected in a timely manner. Additionally, the year-end annual inventory totals should be correct, since overstated and understated amounts will be negligible.

**Recommendation 4 –**

- a. Fleet should perform reconciliations on a regular basis.

Several reports are available that can be utilized in reconciling Fleet's invoices recorded in FASTER with Pentamation. Report 4204, Parts Received, is a detailed report to track and analyze parts received by invoice number, vendor name, part number and description, indicating quantities received, unit price, shipping, total cost, and stock and nonstock number. Report 4303, Sublet by Vendor, reflects vendor activity, invoice number, date, and invoice cost.

These reports contain the data required to compare transactions recorded in Pentamation, and to reconcile for discrepancies. Other reports to assist in the reconciliation would be parts transfers from storeroom to storeroom, and parts returned to vendor.

- b. A fiscal-year report, using each of the reports listed above, should be provided to Financial Services with the annual inventory report, which will provide actual costs for inventory. This report would be helpful in analyzing year-end adjustments and would be available for the external auditors.

During the audit, IA and the Fleet Management Director agreed that implementing a reconciliation process would provide another control in managing and overseeing the parts inventory. As a result, the Clerk's Financial Services Department will provide training and assistance to execute this activity.

The FMD and Financial Services are collaborating on this recommendation to develop a process for implementation.

**MANAGEMENT RESPONSE:**

The FMD and Financial Services are collaborating on this recommendation to develop a process for implementation.

## **SYSTEM SETTINGS & ACCESS**

### **Observation 5 – Systems settings changes should be reviewed and approved by the FMD.**

IA and the FMD discussed FASTER system settings, specifically, the number of days to re-open a work order, and work order numbers. The previous audit recommended that changes to settings be documented and approved by the FMD . Management’s response at that time stated the setting for re-opening a work order would be 60 days. Since then, the setting has changed four times.

Currently, the number of days to re-open a work order is 300, which the FMD stated is reasonable.

IA also reviewed the user permissions report, which indicates the user names and their respective rights and permissions. The Program Systems Technician (PST) was assigned two user names. Since our discussion, the PST deleted the second user name.

The software vendor (CCG) maintains two user accounts in the FASTER software—CCG and FASTER. According to the PST, the vendor utilizes these accounts for automated server maintenance and updates after hours. IA contacted the BOCC Systems Administrator to inquire about controls regarding CCG’s access to the FASTER software. She explained that Systems Management opens CCG/FASTER’s access to the software only upon receiving their request to perform maintenance.

### **Recommendation 5 –**

FASTER best practice recommendation is to “Limit all other rights as much as possible. It is easier to set up a user with limited rights and then to grant other rights as needed, rather than have to take them away because they are not being used properly.”

- a. To ensure data security, any changes/additions to software access should be documented, stating the reasons for the request, and approved by the FMD. When duties and processes change, evaluate the user’s access to ensure permissions align with current duties.
- b. Determine why the software vendor requires two user accounts. If only one is required, IA recommends inactivating the unused account.
- c. Changes to the system settings should be reviewed and approved by the FMD.
- d. Periodically run a report to determine that system settings changes have not been made without proper authorization and approval.

## **MANAGEMENT RESPONSE:**

FMD will approve all updates and changes that need to be made to FASTER. FMD will run periodic reports of any changes to the FASTER system.

The two accounts for the software vendor have been deleted from the system.