

STATE OF ILLINOIS  
DEPARTMENT OF INNOVATION AND TECHNOLOGY  
ENTERPRISE RESOURCE PLANNING SYSTEM

Report Required Under  
*Government Auditing Standards*

FOR THE PERIOD  
JULY 1, 2019 – JUNE 30, 2020



**STATE OF ILLINOIS  
DEPARTMENT OF INNOVATION AND TECHNOLOGY  
ENTERPRISE RESOURCE PLANNING SYSTEM**

**For the Year Ended June 30, 2020**

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**STATE OF ILLINOIS  
DEPARTMENT OF INNOVATION AND TECHNOLOGY  
ENTERPRISE RESOURCE PLANNING SYSTEM**

**For the Year Ended June 30, 2020**

**DEPARTMENT OFFICIALS**

Secretary (2/18/20 - Present)	Ron Guerrier
Acting Secretary (7/1/19 - 2/17/20)	Ron Guerrier
Acting Assistant Secretary (2/10/20 - Present)	Jennifer Ricker
Assistant Secretary (7/1/19 - 2/9/20)	Vacant
Chief Internal Auditor	Doug Tinch
Affirmative Action/Equal Employment Opportunity Officer	Vickie Simpson
Chief Administrative Officer (3/2/20 - Present)	Vacant
Chief Administrative Officer (7/1/19 - 3/1/20)	Jenifer Johnson
Chief Service Officer	Vacant
Chief of Staff	Jennifer Ricker
ERP Program Director	Gregg Easterly
Chief Data Officer (11/18/19 - Present)	Tamara Roust
Chief Data Officer (7/1/19 - 11/17/19)	Vacant
Chief Enterprise Architect	Brad Long
Chief Information Security Officer	Adam Ford
Chief Technology Officer	Lori Sorenson
Group Chief Information Officers	
Family, Children, Elderly & Veterans (12/2/19 - Present)	Stan Hoover
(7/1/19 - 12/1/19)	Vacant
Government & Public Employee	Gloria Lasley
Business & Workforce	Sunil Thomas

**STATE OF ILLINOIS  
DEPARTMENT OF INNOVATION AND TECHNOLOGY  
ENTERPRISE RESOURCE PLANNING SYSTEM**

**For the Year Ended June 30, 2020**

**DEPARTMENT OFFICIALS (continued)**

Natural & Cultural Resources	Troy Horton
Public Safety	Marc Sullivan
Education (11/18/19 - Present)	Mary Reynolds
Education (9/16/19 - 11/17/19)	Vacant
Education (7/1/19 - 9/15/19)	Kevin Parker
Transportation (7/1/19 - Present)	Vacant

The Department's main offices are located at:

120 West Jefferson Street  
Springfield, Illinois 62702

100 West Randolph Street  
Chicago, Illinois 60601

**DEPARTMENT OF INNOVATION AND TECHNOLOGY**  
**GOVERNMENT AUDITING STANDARDS REPORT**

**Government Auditing Report Summary**

The examination of the “Description of the State of Illinois, Enterprise Resource Planning System for the IT General Controls and Application Controls” system (System and Organization Control Report) was performed by the Office of the Auditor General in accordance with *Government Auditing Standards*.

Based on their examination, the Service Auditors expressed a modified opinion on the Department’s “Description of the State of Illinois, Enterprise Resource Planning System for the IT General Controls and Application Controls” system. The System and Organization Control Report was issued under separate cover dated August 5, 2020.

**Summary of Findings**

The Service Auditors identified a matter involving the Department’s internal control over the “Description of the State of Illinois, Enterprise Resource Planning System for the IT General Controls and Application Controls” system that they consider to be a material weakness.

Item No.	Page	Last/First Reported	Description	Finding Type
<b>CURRENT FINDINGS</b>				
2020-001	7	2020/New	Controls Did Not Operate Effectively	Material Weakness

**Exit Conference**

This report was discussed with Department personnel at an exit conference on August 3, 2020. Attending were:

Representing the Department of Innovation and Technology

Jennifer Ricker, Acting Assistant Secretary  
Jenifer Johnson, Chief Administrative Officer  
Doug Tinch, Chief Internal Auditor  
Judy Zhu, Security Compliance  
Kyle O’Rourke, Consultant  
Tiffany McCoy, Consultant  
Roberto Concepcion, Consultant

Representing the Office of the Auditor General

Kathy Lovejoy, Principal of IS Audits  
Miranda Karger, Supervisor

The responses to the recommendations were provided by Judy Zhu, Security Compliance on August 5, 2020.

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OFFICE OF THE AUDITOR GENERAL  
FRANK J. MAUTINO

**INDEPENDENT SERVICE AUDITOR'S REPORT ON INTERNAL CONTROL  
OVER REPORTING AND ON COMPLIANCE AND OTHER MATTERS BASED  
ON AN EXAMINATION OF A SERVICE ORGANIZATION PERFORMED  
IN ACCORDANCE WITH GOVERNMENT AUDITING STANDARDS**

Honorable Frank J. Mautino  
Auditor General  
State of Illinois

We have examined, in accordance with the attestation standards established by the American Institute of Certified Public Accountants and the standards applicable to attestation engagements contained in *Government Auditing Standards* issued by the Comptroller General of the United States, the State of Illinois, Department of Innovation and Technology's "Description of the State of Illinois, Enterprise Resource Planning System for the IT General Controls and Application Controls" (description) for the State of Illinois, Enterprise Resource Planning System's information technology general controls and application controls throughout the period from July 1, 2019, through June 30, 2020, and have issued our report thereon under separate cover dated August 5, 2020.

**Internal Control over Reporting**

Management of the State of Illinois, Department of Innovation and Technology is responsible for establishing and maintaining effective internal control over (1) fairly presenting the State of Illinois, Department of Innovation and Technology's "Description of the State of Illinois, Enterprise Resource Planning System for the IT General Controls and Application Controls" throughout the period from July 1, 2019, through June 30, 2020, and (2) establishing and maintaining effective internal control over the suitable design and operating effectiveness of the controls related to the control objectives within the State of Illinois, Department of Innovation and Technology's "Description of the State of Illinois, Enterprise Resource Planning System for the IT General Controls and Application Controls" throughout the period from July 1, 2019, through June 30, 2020 (internal control over reporting).

In planning and performing our examination, we considered the State of Illinois, Department of Innovation and Technology's internal control over reporting to determine the examination procedures that are appropriate in the circumstances for the purpose of expressing our opinion on the State of Illinois, Department of Innovation and Technology's "Description of the State of Illinois, Enterprise Resource Planning System for the IT General Controls and Application Controls" throughout the period from July 1, 2019, through June 30, 2020, but not for the purpose of expressing an opinion on the effectiveness of the State of Illinois, Department of Innovation

and Technology's internal control over reporting. Accordingly, we do not express an opinion on the effectiveness of the State of Illinois, Department of Innovation and Technology's internal control over reporting.

*A deficiency in internal control over reporting* exists when the design or operation of a control does not allow management or employees, in the normal course of performing their assigned functions, to prevent, or detect and correct, misstatements on a timely basis. *A material weakness in internal control over reporting* is a deficiency, or a combination of deficiencies, in internal control such that there is a reasonable possibility that a material misstatement of the Department's description will not be prevented, or detected and corrected, on a timely basis. *A significant deficiency in internal control over reporting* is a deficiency, or a combination of deficiencies, in internal control that is less severe than a material weakness, yet important enough to merit attention by those charged with governance.

Our consideration of internal control over reporting was for the limited purpose described in the first paragraph of this section and was not designed to identify all deficiencies in internal control over reporting that might be material weaknesses or significant deficiencies and, therefore, material weaknesses or significant deficiencies may exist that were not identified. We did identify certain deficiencies in internal control, described in the accompanying schedule of findings as item 2020-001, that we consider to be a material weakness.

### **Compliance and Other Matters**

As part of obtaining reasonable assurance about whether the State of Illinois, Department of Innovation and Technology's "Description of the State of Illinois, Enterprise Resource Planning System for the IT General Controls and Application Controls" throughout the period from July 1, 2019, through June 30, 2020, is fairly presented and the controls related to the control objectives in the State of Illinois, Department of Innovation and Technology's "Description of the State of Illinois, Enterprise Resource Planning System for the IT General Controls and Application Controls" throughout the period from July 1, 2019, through June 30, 2020, were suitably designed and operating effectively, we performed tests of its compliance with certain provisions of laws, regulations, contracts, and grant agreements, noncompliance with which could have a direct and material effect on the State of Illinois, Department of Innovation and Technology's "Description of the State of Illinois, Enterprise Resource Planning System for the IT General Controls and Application Controls" throughout the period from July 1, 2019, through June 30, 2020. However, providing an opinion on compliance with those provisions was not an objective of our examination and, accordingly, we do not express such an opinion. The results of our tests disclosed no instances of noncompliance or other matters that are required to be reported under *Government Auditing Standards*.

### **State of Illinois, Department of Innovation and Technology's Response to Finding**

The State of Illinois, Department of Innovation and Technology's response to the internal control finding identified in our examination is described in the accompanying schedule of findings. The State of Illinois, Department of Innovation and Technology's response was not subjected to the procedures applied in the examination and, accordingly, we express no opinion on the response.

## **Purpose of this Report**

The purpose of this report is solely to describe the scope of our testing of internal control over reporting and compliance and the results of that testing, and not to provide an opinion on the effectiveness of the State of Illinois, Department of Innovation and Technology's internal control over reporting or on compliance. This report is an integral part of an examination performed in accordance with *Government Auditing Standards* in considering the State of Illinois, Department of Innovation and Technology's internal control and compliance. Accordingly, this communication is not suitable for any other purpose.

**SIGNED ORIGINAL ON FILE**

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Jane Clark, CPA  
Director of Financial and Compliance Audits

Springfield, Illinois  
August 5, 2020

**SIGNED ORIGINAL ON FILE**

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Mary Kathryn Lovejoy, CPA, CISA  
Principal of IS Audits

**STATE OF ILLINOIS**  
**DEPARTMENT OF INNOVATION AND TECHNOLOGY**  
**CURRENT FINDINGS - GOVERNMENT AUDITING STANDARDS**  
**For the Year Ended June 30, 2020**

**2020-001**      **Finding**            Controls Did Not Operate Effectively

The Department of Innovation and Technology (Department) did not ensure its controls over the State's Enterprise Resource Planning (ERP) System operated effectively. The controls related to the control objectives are stated in the "Description of the State of Illinois' Enterprise Resource Planning System for the IT General Controls and Application Controls" (description of system), provided by the Department.

**Population Problem**

As part of our testing to determine if the controls were operating effectively, we requested the Department provide a population of modifications to employees' and contractors' access to the Department's resources. The Department was unable to provide a population. As a result of the Department's inability to provide a population, we were unable to conduct testing to determine if the controls related to logical access to applications, data, and the environment were restricted to authorized and appropriate users.

**Controls Not Operating Effectively**

Additionally, during our testing of the controls related to the control objectives stated in the description of system, we noted specific controls which did not operate effectively. Specifically, we noted:

Human Resource

- Multiple instances where employee evaluations were not completed within the defined timeline.
- Multiple instances where employees and contractors did not complete the Safeguard Disclosure training and the Security Awareness training.
- Multiple instances where Remedy service requests were not completed for terminated employees.

Application Edits

- One of 60 edits (tcodes) selected was to allow display access only; however, the edit allowed update access.

Access Provisioning and De-Provisioning

- The Department was unable to provide documentation demonstrating the timely termination of individuals' access to the Department's resources.
- New employee and contractor access requests were not submitted by an authorized Agency Technology Service Requestor or Department IT Coordinator.

- A new employee did not have an access request submitted to obtain access to the Department's resources.

As a result of the above noted exceptions, the controls were not operating effectively to provide reasonable assurance that the control objectives related to logical access to applications, data and the environment was restricted to authorized and appropriate users.

The Fiscal Control and Internal Auditing Act (30 ILCS 10/3001) requires the Department to establish and maintain a system, or systems, of internal fiscal and administrative controls to provide assurance that resources and funds applicable to operations are properly recorded and accounted for to permit the preparation of accounts and reliable financial and statistical reports and to maintain accountability over the State's resources. Further, the State Records Act (5 ILCS 160/8) requires the Department to make and preserve records containing adequate and proper documentation of the functions, policies, decisions, procedures, and actions of the Department in order to protect the legal and financial rights of the State.

Department management indicated the errors were due to oversight, human error, and system limitations.

Failure to ensure controls operated effectively to provide reasonable assurance that the control objectives stated in the description were achieved resulted in a modified opinion on the Department's System and Organization Control Report related to the State of Illinois, Enterprise Resource Planning System. (Finding Code No. 2020-001)

### **Recommendation**

We recommend the Department ensure its controls operate effectively over the services provided to user agencies.

### **Department Response**

The Department agrees with the finding. The Department now generates a monthly report to record individual access termination information. The Department will continue updating internal procedures and maturing internal process to ensure control effectiveness.

**STATE OF ILLINOIS  
DEPARTMENT OF INNOVATION AND TECHNOLOGY  
PRIOR YEAR FINDINGS NOT REPEATED  
For the Year Ended June 30, 2020**

No prior year findings were reported.