



STATE OF ILLINOIS
**OFFICE OF THE
 AUDITOR GENERAL**

Frank J. Mautino, Auditor General

SUMMARY REPORT DIGEST

DEPARTMENT OF INNOVATION AND TECHNOLOGY
INFORMATION TECHNOLOGY SHARED SERVICES

**System and Organization Control Report and Report
 Required Under *Government Auditing Standards*
 For the Year Ended June 30, 2021**

Release Date: August 12, 2021

FINDINGS THIS AUDIT: 1	AGING SCHEDULE OF REPEATED FINDINGS						
	New	Repeat	Total	Repeated Since	Category 1	Category 2	Category 3
Category 1:	0	1	1	2018	21-1		
Category 2:	0	0	0				
Category 3:	0	0	0				
TOTAL	0	1	1				
FINDINGS LAST AUDIT: 2							

INTRODUCTION

This digest covers our System and Organization Control Report and Report Required Under *Government Auditing Standards* of the Department of Innovation and Technology (Department) Information Technology Shared Services for the period from July 1, 2020 through June 30, 2021.

The Department provides information technology general controls and application controls for approximately 106 user agencies.

The System and Organization Control Report contained a modified opinion due to the weaknesses associated with the Department’s suitability of control design and operating effectiveness of controls. In addition, the Report Required Under *Government Auditing Standards* (GAS) contains one finding.

SYNOPSIS

- **(21-1)** The Department did not ensure its controls over the State’s Shared Services system operated effectively.

Category 1: Findings that are **material weaknesses** in internal control and/or a **qualification** on compliance with State laws and regulations (material noncompliance).
Category 2: Findings that are **significant deficiencies** in internal control and **noncompliance** with State laws and regulations.
Category 3: Findings that have **no internal control issues but are in noncompliance** with State laws and regulations.

FINDINGS, CONCLUSIONS, AND RECOMMENDATIONS

CONTROLS DID NOT OPERATE EFFECTIVELY

Controls did not operate effectively

The Department of Innovation and Technology (Department) did not ensure its controls over the Information Technology Shared Services system operated effectively. The controls related to the control objectives are stated in the “Description of the Information Technology Shared Services for the Information Technology General Controls and Application Controls” (description of system), provided by the Department.

Populations were not available to conduct tests of controls

As part of our testing to determine if the controls were operating effectively, we requested the Department to provide a population of modifications to employees’ and contractors’ access to the Department’s resources. However, the Department was unable to provide a population. As a result of the Department’s inability to provide the 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.

Additionally, we requested the Department provide a population of modified security software IDs during the examination period. However, the Department was unable to provide a population. As a result of the Department’s inability to provide the 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.

Furthermore, 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:

Logical access provisioning and de-provisioning weaknesses

Logical Access Provisioning and De-Provisioning

- The Department did not have a policy documenting the required timeframe for revocation of logical access upon termination.
- The Department did not conduct the Security Software Annual Reconciliation.
- New security software accounts were not approved by the Agency Technology Service Requestor.
- New security software accounts did not have an approved Remedy ticket or Mainframe Access Request Form.
- The Department could not provide documentation demonstrating separated individuals’ access rights were terminated.
- Terminated employees did not have a Remedy Service Request completed.

Physical access provisioning and de-provisioning weaknesses

Physical 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 properly completed.
- Individuals were provided inappropriate access to Department facilities.
- Monitoring of cameras at a Department facility was not conducted.

Application edits weaknesses

Application Edits

- One state's tax rate was incorrect in the Central Payroll System tax tables.
- The federal tax rate for head of household filers was incorrect.

Change management weaknesses

Change Management

- The Remedy on Demand User Guide contradicted the Change Management Guide requirements for required approvals.
- Changes did not always have test plans, backout plans, or implementation plans.
- Changes were not approved by the Change Advisory Committee, Enterprise Change Manager, or Group Manager.
- Changes classified as 'No Impact' were not reviewed monthly.
- Emergency changes did not always have a Post Implementation Review conducted.

Network weaknesses

Network

- Multiple instances where systems were not up-to-date with the latest anti-virus software.
- Multiple instances where operating system patches were not tested or did not have documentation of testing prior to being pushed to the general populations.
- A Network Administrator did not require administrative rights to the environment.
- Device configurations were not backed up for the period of April 15 to April 23, 2021.

Failure to ensure controls operated effectively to provide reasonable assurance 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 Information Technology Shared Services. (Finding 2, pages 8-10 of GAS Report)

We recommended the Department ensure its controls operate effectively over the services provided to user entities.

Department agreed with Service Auditors

Department officials accepted the recommendation.

DEPARTMENT SECRETARY

During Examination Period:
Jennifer Ricker, Acting (9/5/20 – Present)
Ron Guerrier (7/1/20 – 9/4/20)

SERVICE AUDITOR'S OPINION

The System and Organization Control Report contained a modified opinion. Specifically, the Service Auditors determined, except for the matters described in the System and Organization Control Report, in all material respects, based on the criteria described in the State of Illinois, Department of Innovation and Technology's assertion:

- the description fairly presents the State of Illinois, Department of Innovation and Technology's Information Technology Shared Services system that was designed and implemented throughout the period from July 1, 2020 to June 30, 2021.
- the controls related to the control objectives stated in the description were suitably designed to provide reasonable assurance that the control objectives would be achieved if the controls operated effectively throughout the period from July 1, 2020, to June 30, 2021; and subservice organizations and user entities applied complementary controls assumed in the design of the State of Illinois, Department of Innovation and Technology's control throughout the period July 1, 2020 to June 30, 2021.
- the controls operated effectively to provide reasonable assurance that the control objectives stated in the description were achieved throughout the period from July 1, 2020 to June 30, 2021 if complementary subservice organization and user entity controls assumed in the design of the State of Illinois, Department of Innovation and Technology's controls operated effectively throughout the period July 1, 2020 to June 30, 2021.

This System and Organization Control Examination was conducted by the Office of the Auditor General's staff.

SIGNED ORIGINAL ON FILE

JANE CLARK
Division Director

This report is transmitted in accordance with Section 3-14 of the Illinois State Auditing Act.

SIGNED ORIGINAL ON FILE

FRANK J. MAUTINO
Auditor General

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