



Michigan
Office of the Auditor General
REPORT SUMMARY

Performance Audit

Report Number:
641-0591-08

Accessible Web-Based Activity and Reporting
Environment (AWARE)

Department of Energy, Labor & Economic Growth (DELEG)
and Michigan Department of Information Technology (MDIT)

Released:
March 2009

AWARE is a case management and payment system used by DELEG's Michigan Rehabilitation Services (MRS) to access data and process payments to help people with disabilities prepare for, find, and keep a job. MDIT provides information support services to DELEG for AWARE, including operating system configuration, application development and maintenance, database administration, production source code and data change controls, and backup and recovery.

Audit Objective:

To assess the effectiveness of DELEG and MDIT's security and access controls over AWARE.

Audit Conclusion:

DELEG and MDIT's security and access controls over AWARE were not effective. We noted two material conditions (Findings 1 and 2) and five reportable conditions (Findings 3 through 7).

Material Conditions:

DELEG and MDIT did not ensure that their practices and methods of sharing confidential MRS customer data with third parties were secure and had not considered whether they should be continued (Finding 1).

MDIT and DELEG had not developed a comprehensive change control process for AWARE (Finding 2).

Reportable Conditions:

MDIT and DELEG did not restrict the database administrator's access to the

AWARE application and operating system (Finding 3).

DELEG had not established an information systems security officer position (Finding 4).

MDIT had not fully established effective security controls over the server operating systems (Finding 5).

MDIT and DELEG had not fully established security controls over the AWARE production, test, and reporting databases (Finding 6).

DELEG had not established effective access controls over AWARE (Finding 7).

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Audit Objective:

To assess the effectiveness of DELEG's efforts to establish system controls over the processing of data within AWARE.

Audit Conclusion:

DELEG was moderately effective in its efforts to establish system controls over the processing of data within AWARE. We noted three reportable conditions (Findings 8 through 10).

Reportable Conditions:

DELEG had not implemented data edits to ensure the integrity of AWARE data (Finding 8).

DELEG could improve its controls by matching MRS customer data contained in AWARE to other data sources to determine the continued eligibility of customers and, if appropriate, recoup payments (Finding 9).

DELEG did not fully develop and monitor audit trails for AWARE (Finding 10).

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Agency Response:

Our audit report contains 10 findings and 10 corresponding recommendations. The agency preliminary responses indicate that DELEG and MDIT agree with all of the recommendations and have complied or will comply with them.

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Background:

Executive Order No. 2008-20 renamed the Department of Labor and Economic Growth as the Department of Energy, Labor & Economic Growth effective December 28, 2008.

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A copy of the full report can be obtained by calling 517.334.8050 or by visiting our Web site at: <http://audgen.michigan.gov>



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