



STATE OF MICHIGAN
DEPARTMENT OF TECHNOLOGY, MANAGEMENT & BUDGET
LANSING

RICK SNYDER
GOVERNOR

DAVID B.BEHEN
DIRECTOR

June 6, 2017

Rick Lowe, Director
Office of Internal Audit Services
State Budget Office
George W. Romney Building
111 South Capitol, 6th Floor
Lansing, Michigan 48913

Dear Mr. Lowe:

In accordance with the State of Michigan, Financial Management Guide, Part VII, attached is a summary table identifying our responses and corrective action plans to address recommendations contained within the Office of the Auditor General's audit report of the Department of Technology, Management and Budget, Records Management Services.

Questions regarding the summary table or corrective action plans should be directed to me.

Sincerely,

Signature Redacted

Michael Gilliland, Director
DTMB Financial Services

c: Representative Laura Cox, Chair, House Appropriations
Senator Dave Hildenbrand, Chair, Senate Appropriations
Mark Freeman, Office of the Auditor General
Dick Posthumus, Executive Office
Darin Ackerman, Executive Office
House Fiscal Agency
Senate Fiscal Agency
Brom Stibitz, DTMB
Sherri Irwin, DTMB
John Juarez, DTMB
Mike Williams, SBO
Phillip Jeffery, DTMB
Kristi Thompson, DTMB
Caleb Buhs, DTMB
Kerri DeBano, DTMB

Records Management Services
Agency responses and corrective action plans

Summary of Agency Responses to Recommendations

1. Audit recommendations DTMB fully complied with: #1
2. Audit recommendations DTMB agrees with and will comply: #2, 3, 4, and 5
3. Audit recommendations DTMB disagrees with: None

Agency Responses to Recommendations

FINDING #1:

DTMB agrees and has complied with the recommendation. RMS is working with agency records management officers to improve security and access controls and has already increased the frequency of the review of user accounts. To improve the Versatile system's security and access controls, RMS will notify users, when new accounts are created and/or passwords are reset, that the password must comply with State standards. While neither the current version nor the next version of Versatile has the capability to systematically require complex passwords, we will encourage staff to utilize complex passwords to the extent they are available in Versatile. DTMB decommissioned the IRMA system in December 2016. All IRMA data and documents were migrated to other systems, including Records Manager and the State's Enterprise FileNet solution.

FINDING #2:

DTMB agrees and will comply with the recommendation by July 31, 2017. DTMB has improved physical security of the Records Center by reviewing the access list and removing all individuals that do not require access to the Record Center. Individuals that access the Records Center, (e.g. facilities, maintenance, security personnel, etc.) will be required to sign in for access. After-hours access will be restricted to a limited number of RMS employees for emergency purposes. RMS employees requiring after-hours access for emergency purposes have been identified, authorized, and placed on the emergency call and access list. Non-RMS employees requiring after-hours access will be escorted by an authorized RMS employee. RMS working on installing stronger physical barriers and electronic access controls at the Records Center. In addition,

RMS will require and provide confidentiality training to all staff who have badged access to the Records Center.

FINDING #3:

DTMB agrees and will comply with the recommendation by June 30, 2017. RMS has populated approximately 80% of missing box contents dates by working with State agencies during their retention schedule self-evaluation process. In addition, RMS is working with State agencies, by initiating a special project, to ensure the entry of necessary information into Versatile to calculate destruction dates.

FINDING #4:

DTMB agrees will comply with the recommendation by October 31, 2017. RMS has been incorporated into the review phase of the State's systems engineering and development process, i.e. "State Unified Information Technology Environment (SUITE)". RMS will work to provide guidance to State agencies during the development of new electronic records management systems. In addition, RMS is working with the Attorney General's office to further clarify the definition of a "record" and to help ensure that State agencies properly incorporate electronic records into retention and disposal schedules.

FINDING #5:

DTMB agrees and will comply with the recommendation by October 31, 2017. RMS has already begun implementing improvements in its monitoring of its records management contracts. RMS is working with its vendors on a number of initiatives including: improving production reports; developing contract compliance and inspection processes; and performing annual on-site inspections.