



Michigan
Office of the Auditor General
REPORT SUMMARY

Performance Audit
Centralized Information Technology Backup Service
Department of Technology, Management, and Budget

Report Number:
071-0511-12

Released:
November 2012

A backup is a copy of one or more data files created in case the original data file becomes lost or unusable. Regularly backing up data is one of the most effective ways to mitigate service interruptions. The Enterprise Backup and Recovery Group (EBUR), Department of Technology, Management, and Budget (DTMB), is responsible for the backup and restore of approximately 2,000 servers located in three DTMB hosting centers. In fiscal year 2010-11, EBUR billed State agencies \$8.9 million for backup and recovery services.

Audit Objective:

To assess the effectiveness of DTMB's efforts to back up data and system files for the State's critical applications in accordance with agency specifications or DTMB's default backup standard.

Audit Conclusion:

DTMB's efforts to back up data and system files for the State's critical applications in accordance with agency specifications or DTMB's default backup standard were moderately effective. We noted one reportable condition (Finding 1).

Reportable Condition:

DTMB had not fully established effective service level agreements (SLAs) relating to backup and recovery services for the State's critical applications (Finding 1).

Noteworthy Accomplishments:

DTMB won the 2008 National Association of State Chief Information Officers Award for Business Continuity

and Disaster Recovery for its implementation of an enterprise storage and backup and recovery environment. DTMB also won a 2009 Best Practices in Storage award from Storage Networking World, in conjunction with Computerworld and the Storage Networking Industry Association, in the category of Storage Reliability and Data Recovery.

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Audit Objective:

To assess the effectiveness of DTMB's efforts to verify the integrity of backup data and system files for the State's critical applications.

Audit Conclusion:

DTMB's efforts to verify the integrity of backup data and system files for the State's critical applications were effective. Our audit report does not include any reportable conditions related to this audit objective.

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Audit Objective:

To assess the effectiveness of DTMB's efforts to secure the State's centralized backup data and system files.

Audit Conclusion:

DTMB's efforts to secure the State's centralized backup data and system files were moderately effective. We noted two reportable conditions (Findings 2 and 3).

Reportable Conditions:

DTMB did not encrypt sensitive and confidential data on the centralized backup files for the State's critical applications (Finding 2).

DTMB had not fully established effective security and access controls for the operating system of the EBUR media servers (Finding 3).

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Agency Response:

Our audit report contains 3 findings and 3 corresponding recommendations. DTMB's agency preliminary response indicates that it agrees with all 3 recommendations and has complied or will comply with them.

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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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