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Office of the Auditor General

Report Summary

Performance Audit

Central Reservation System (CRS) for Recreational Resources

Department of Natural Resources (DNR)

Report Number:
751-0591-16

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CRS is a commercial off-the-shelf software purchased by DNR to allow individuals to reserve State campground and harbor sites for lodging or other recreational activities. CRS manages the daily inventory of over 14,500 campsites, lodges, and harbor slips with over one million nights reserved annually. Customers can make reservations via the Internet, by telephone, or at State parks. CRS is also used at State parks to process payments for goods and services made by cash, credit card, and e-check. During fiscal years 2014 and 2015, CRS processed gross sales of \$41.2 million and \$48.4 million, respectively.

Audit Objective			Conclusion
Objective #1: To assess the effectiveness of DNR's access controls over CRS.			Moderately effective
Findings Related to This Audit Objective	Material Condition	Reportable Condition	Agency Preliminary Response
DNR did not fully establish and implement access controls over CRS, increasing the risk of unauthorized access, use, and modification of CRS data. Eleven (27%) of 41 selected users had access rights in excess of those necessary to perform their jobs. Thirteen (32%) of the 41 users no longer needed access (Finding #1).		X	Agrees

Audit Objective			Conclusion
Objective #2: To assess the effectiveness of DNR's application controls over CRS.			Effective
Findings Related to This Audit Objective	Material Condition	Reportable Condition	Agency Preliminary Response
DNR did not require the CRS vendor to conduct and provide a Service Organization Controls (SOC) 1, type 2 report in accordance with the CRS contract (Finding #2).		X	Agrees

A copy of the full report can be
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