



STATE OF MICHIGAN  
RUTH JOHNSON, SECRETARY OF STATE  
DEPARTMENT OF STATE  
LANSING

October 26, 2017

Jeffrey S. Bankowski, Chief Performance Officer  
and Executive Director  
Office of Performance and Transformation  
George W. Romney Building  
111 South Capitol Avenue, 8<sup>th</sup> Floor  
Lansing, MI 48933

Dear Mr. Bankowski:

In accordance with the State of Michigan Financial Management Guide, Part VII, and Article VIII, Part 2, Section 229 of P.A. 268 of 2016, 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 Michigan Department of State, Bureau of Branch Office Services, covering the period October 1, 2014 through September 30, 2016.

Questions regarding the summary table or corrective action plans should be directed to me at (517) 241-1385.

Sincerely,

Signature Redacted

Gena Hyde, Director  
Information Security and Control Division  
Department Services Administration

Enclosure

cc: Honorable Rick Snyder, Executive Office  
Doug Ringler, CPA, CIA, Auditor General  
Alton Pscholka, State Budget Director  
Michael Senyko, MDOS, Chief of Staff  
Michael Wartella, Director, MDOS, Customer Services Administration  
Rose Jarois, Director, MDOS, Department Services Administration  
Kieran Marion, Director, MDOS, Office of Policy Initiatives  
Representative Laura Cox, Chair, House Appropriations  
Senator Dave Hildenbrand, Chair, Senate Appropriations  
Mary Ann Cleary, Director, House Fiscal Agency  
Ellen Jeffries, Director, Senate Fiscal Agency

**Michigan Department of State**  
**Performance Audit of the Bureau of Branch Office Services**  
**Summary of Agency Responses to Recommendations**  
**October 1, 2014 – September 30, 2016**

1. Audit Recommendations the agency complied with:

None

2. Audit Recommendations the agency agrees with and will comply:

a. Will comply:

Recommendation Numbers 1 & 2

b. Will partially comply:

None

3. Audit Recommendations the agency disagrees with:

None

**Michigan Department of State**  
**Performance Audit of the Bureau of Branch Office Services**  
**Final Responses**  
**October 1, 2014 – September 30, 2016**

**RECOMMENDATION #1**

We recommend that BBOS improve its monitoring of employee training.

**ANTICIPATED ACTION:** Will Comply

**DESCRIPTION OF ANTICIPATED ACTION:** An Analyst position will be established in the Technology Integration Section (TIS), within the Branch Support Services Division (BSSD) of the Bureau of Branch Office Services (BBOS), to be responsible for tracking and recording BBOS employee training.

BSSD will provide BBOS Metro Division and Western Division a listing of employees on board at the time required training is mandated.

BBOS Metro Division and Western Division will return the listing to the TIS Analyst at the completion of the training period with dates of completion, supervisor's certification that the employee's training meets completion requirements (if appropriate), or a reason why the training was not completed.

TIS Analyst will be responsible for entering training data into the appropriate database, spreadsheet, or learning management system and conduct periodic quality control checks and verification of data entry.

BBOS Training Specialist and the BSSD Director will recommend changes to the New Employee Checklist and send to BBOS Director for approval.

BSSD Director, BBOS Training Specialist, TIS Section Manager, and TIS Analyst will work with the Office of Human Resources (OHR) to identify "new employees" so we can track the completion of their training requirements.

**Anticipated Compliance Date: September 2018**

**RECOMMENDATION # 2**

We recommend that BBOS improve its documentation of surveillance equipment maintenance efforts.

**ANTICIPATED ACTION:** Will Comply

**DESCRIPTION OF ANTICIPATED ACTION:** The Security Specialist within the Branch Support Services Division of the Bureau of Branch Office Services will establish and maintain a single source (spreadsheet, workbook, database, etc.) for keeping BBOS surveillance equipment information (system type, number of cameras, outstanding maintenance issues, etc.).

A vendor has been awarded a contract to assist BBOS with surveillance equipment repair needs.

**Anticipated Compliance Date: September 2018**