



# OAG

Office of the Auditor General

## Report Summary

*Performance Audit  
Customer and Automotive Records System  
(CARS) - Vehicle Component  
Department of State*

**Report Number:**  
**231-0592-22**

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CARS is an automated system used by the Department of State to process driver and vehicle-related transactions and the associated financial and administrative reporting requirements. CARS has 1,275 users at 130 Secretary of State branch offices and other government offices. From October 2020 through June 2022, CARS processed \$2.5 billion of revenue through vehicle registration transactions. As of May 19, 2022, CARS contained active vehicle registration records for 8.0 million motor vehicles, including 238,000 motorcycles; 3.0 million trailers; 701,000 watercraft; 178,000 snowmobiles; and 23,000 mopeds.

Audit Objective			Conclusion
Objective 1: To assess the accuracy of CARS processing of vehicle registration taxes.			Accurate
Findings Related to This Audit Objective	Material Condition	Reportable Condition	Agency Preliminary Response
None reported.	Not applicable.		

Audit Objective			Conclusion
Objective 2: To assess the sufficiency of the Department of State's efforts to ensure the accuracy of CARS vehicle registration records.			Sufficient
Findings Related to This Audit Objective	Material Condition	Reportable Condition	Agency Preliminary Response
None reported.	Not applicable.		

Audit Objective			Conclusion
Objective 3: To assess the effectiveness of selected CARS access controls.			Effective
Findings Related to This Audit Objective	Material Condition	Reportable Condition	Agency Preliminary Response
The Department of State did not establish a process to ensure CARS access rights were reevaluated when the application was updated. For two judgmentally selected user roles, 1,323 (41%) of the 3,263 privileges assigned were improperly documented or needed to be removed because they were not in use ( <u>Finding 1</u> ).		X	Agrees

Audit Objective			Conclusion
Objective 4: To assess the effectiveness of the Department of State's efforts to ensure complete and accurate processing of CARS interface to the Statewide Integrated Governmental Management Applications (SIGMA).			Effective
Findings Related to This Audit Objective	Material Condition	Reportable Condition	Agency Preliminary Response
None reported.	Not applicable.		

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