



STATE OF MICHIGAN  
JOCELYN BENSON, SECRETARY OF STATE  
DEPARTMENT OF STATE  
LANSING

December 27, 2022

Richard Lowe, Director  
Office of Internal Audit Services  
George W. Romney Building  
111 South Capitol Avenue, 8th Floor  
Lansing, MI 48933

Dear Mr. Lowe:

In accordance with the State of Michigan Financial Management Guide, Part VII, and Article V, Part 2, Section 229 of P.A. 166 of 2022, attached is a summary table identifying our response and corrective action plan to address the recommendation contained within the Office of the Auditor General's audit report of the Michigan Department of State, Customer and Automotive Records System (CARS), Vehicle Component, covering the period October 1, 2020 through June 30, 2022.

Questions regarding the summary table or corrective action plan should be directed to me at (517) 230-5414.

Sincerely,

*Andrea McGhee*

Andrea McGhee, Audit Liaison  
Information Security and Control Division  
Michigan Department of State

Enclosures

c: Honorable Gretchen Whitmer, Executive Office  
Honorable Jocelyn Benson, Secretary of State  
Doug Ringler, CPA, CIA, Auditor General  
Christopher Harkins, State Budget Director  
Melissa Smiley, MDOS, Chief of Staff  
Joe Szpond, MDOS, Core Technology Platform Director  
Erin Schor, MDOS, Legislative Policy Director  
Jake Rollow, MDOS, Communications and External Affairs Director  
Senator Jim Stamas, Chair, Senate Appropriations  
Representative Mary Whiteford, Chair, House Appropriations  
Kathryn Summers, Director, Senate Fiscal Agency  
Mary Ann Cleary, Director, House Fiscal Agency

**Michigan Department of State**  
**Performance Audit of the Customer and Automotive Records System**  
**(CARS), Vehicle Component**  
**Summary of Agency Responses to Recommendations**  
**October 1, 2020 through June 30, 2022**

The Auditor had one recommendation for the Department of State:

1. Audit Recommendation the agency complied with:  
None
2. Audit Recommendation the agency agrees with and will comply:
  - a. Will comply:  
Recommendation Number 1
  - b. Will partially comply:  
N/A
3. Audit Recommendation the agency disagrees with:  
None

**Michigan Department of State  
Performance Audit of the Customer and Automotive Records System  
(CARS), Vehicle Component  
Agency Preliminary Response  
October 1, 2020 through June 30, 2022**

**RECOMMENDATION #1**

**FINDING TITLE:** More effective application access controls needed.

**RECOMMENDATION:** It is recommended that the Department of State establish a process to ensure CARS access rights are reevaluated when the application is updated.

**ANTICIPATED ACTION:** Will comply

**DESCRIPTION OF ANTICIPATED ACTION:**

The Department of State (DOS) implemented the following controls to comply with the audit recommendation:

- *Completed:* DOS worked with the vendor to review a list of duplicate functions that were inactive and removed those functions from the system and user roles. DOS worked with the vendor to create a standard for the function description and to provide guidance within CARS to comply with the standard. DOS created a policy for reevaluating functions annually and with new system updates/rollouts.
- *Planned:* DOS will work with the vendor to review and reclassify categories and subcategories of functions. Target date: May 2023

**Anticipated Compliance Date: May 2023**