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Office of the Auditor General

Report Summary

Performance Audit

Selected Department of Military and Veterans Affairs IT Systems

Department of Military and Veterans Affairs (DMVA) and Department of Technology, Management, and Budget (DTMB)

Report Number:
511-0590-25

Released:
February 2026

The Michigan Veteran Homes (MVH) within DMVA is responsible for delivering long-term care services to eligible veterans and their dependents. Our scope includes the review of four IT systems used within MVH: Point Click Care (PCC), OnShift, BD Pyxis, and RxPertise. MVH uses these systems to maintain patient medical records, schedule nursing staff, review patient medication plans, and track and dispense medication. DMVA has the primary responsibility for establishing, maintaining, and monitoring internal control over its IT applications and the operational environment. DTMB is charged with providing centralized administrative purchasing services, including support for IT purchases. MVH operated three homes and served 481 members during fiscal year 2025.

Audit Objective			Conclusion
Objective 1: To assess the sufficiency of DMVA and DTMB's efforts to administer selected veteran home IT system contracts.			Not sufficient
Findings Related to This Audit Objective	Material Condition	Reportable Condition	Agency Preliminary Response
DMVA, in conjunction with DTMB, used a process for procuring IT systems which did not include some of the State's critical data security and contractual requirements. Their actions increased the risk of unauthorized access, misuse, and disclosure of confidential veteran and State data (Finding 1).	X		Partially agrees

Audit Objective			Conclusion
Objective 2: To assess the effectiveness of DMVA's security and access controls over PCC.			Moderately effective
Findings Related to This Audit Objective	Material Condition	Reportable Condition	Agency Preliminary Response
DMVA did not authorize or monitor 21 PCC vendor user accounts with all 121 available privileged and non-privileged roles (<u>Finding 2</u>).	X		Partially agrees
DMVA could not validate the vendor's current security configuration settings for PCC complied with the State's technical standards or perform effective user account management (<u>Finding 3</u>).		X	Partially agrees

Audit Objective			Conclusion
Objective 3: To assess the sufficiency of DMVA and DTMB's monitoring of selected veteran home third-party service organizations.			Sufficient, with exceptions
Findings Related to This Audit Objective	Material Condition	Reportable Condition	Agency Preliminary Response
DMVA did not sufficiently review the third-party service organizations' complementary user entity controls (CUECs) in the System and Organization Controls reports for PCC and OnShift. Without evaluating the CUECs, DMVA cannot fully determine if it can rely on the vendors' controls to protect veteran home and State data (<u>Finding 4</u>).		X	Agrees

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