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Office of the Auditor General

Report Summary

Performance Audit

MiConnect: Hunting, Fishing, and Recreational Licensing System Department of Natural Resources (DNR)

Report Number:
751-0590-25

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DNR established and maintains the MiConnect system which is used for the sale and purchase of hunting, fishing, snowmobile, and off-road vehicle licenses. Also, MiConnect is used for hunting lottery applications, fuelwood permits, Outdoor Skills Academy classes (e.g., fishing clinics, hunting clinics, and survival classes), and deer harvest patches. For fiscal year 2024, 2.3 million transactions were processed totaling \$79.7 million; for fiscal year 2025, 2.4 million transactions were processed totaling \$86.4 million. As of July 30, 2025, MiConnect had 3,947 active user accounts consisting of DNR employees, vendor employees, and retailers.

Audit Objective			Conclusion
Objective 1: To assess the effectiveness of DNR's security and user access controls over the MiConnect application and data.			Moderately effective
Findings Related to This Audit Objective	Material Condition	Reportable Condition	Agency Preliminary Response
DNR did not document its approval for any of the 22 new MiConnect user accounts during our audit period. Also, DNR did not automatically disable 43 (11%) of 376 inactive internal accounts and 565 (16%) of 3,545 inactive external point-of-sale accounts after 60 days of inactivity, ranging from 61 to 1,988 days (Finding 1).	X		Agrees

Audit Objective			Conclusion
Objective 2: To assess the sufficiency of DNR's monitoring efforts of MiConnect's third-party service organization (TPSO).			Sufficient, with exceptions
Findings Related to This Audit Objective	Material Condition	Reportable Condition	Agency Preliminary Response
DNR did not review and test 100% of its user entity responsibilities related to its control environment and operational effectiveness, which can undermine the intended benefits of third-party service organizations (Finding 2).		X	Agrees

Audit Objective			Conclusion
Objective 3: To assess the sufficiency of DNR's efforts to ensure the completeness and accuracy of data within MiConnect.			Sufficient, with exceptions
Findings Related to This Audit Objective	Material Condition	Reportable Condition	Agency Preliminary Response
To prevent customers from purchasing multiple licenses, DNR needs an effective process to ensure duplicative customer accounts are removed (<u>Finding 3</u>).		X	Agrees

Audit Objective			Conclusion
Objective 4: To assess the sufficiency of DNR's efforts to implement change controls over the MiConnect application and data.			Sufficient, with exceptions
Findings Related to This Audit Objective	Material Condition	Reportable Condition	Agency Preliminary Response
Change control documentation was not maintained for 100% of user acceptance testing and post-implementation validation changes (<u>Finding 4</u>).		X	Agrees

Audit Objective			Conclusion
Objective 5: To assess the effectiveness of DNR's interface controls over MiConnect.			Effective
Findings Related to This Audit Objective	Material Condition	Reportable Condition	Agency Preliminary Response
None reported.	Not applicable.		

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