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AUDITOR GENERAL

STATE OF ARIZONA
OFFICE OF THE
AUDITOR GENERAL

WILLIAM THOMSON
DEPUTY AUDITOR GENERAL

July 18, 2007

The Honorable Robert Blendu, Chair
Joint Legislative Audit Committee

The Honorable John Nelson, Vice Chair
Joint Legislative Audit Committee

Dear Senator Blendu and Representative Nelson:

Our Office has recently completed a 24-month followup of the Government Information Technology Agency (GITA), regarding the implementation status of the 19 audit recommendations (including sub-parts of the recommendations) presented in the performance audit report released in June 2005 (Auditor General Report No. 05-03). As the attached grid indicates:

- 16 have been implemented, and
- 3 are in the process of being implemented.

Since all of the audit recommendations have been implemented or are in progress, and unless otherwise directed by the Joint Legislative Audit Committee, this report concludes our follow-up work on GITA's efforts to implement the recommendations resulting from our June 2005 performance audit report.

Sincerely,

Melanie M. Chesney, Director
Performance Audit Division

MMC:Sjb
Attachment

cc: Chris Cummiskey, Director
Government Information Technology Agency

GOVERNMENT INFORMATION TECHNOLOGY AGENCY (GITA)

24-Month Follow-Up Report To Auditor General Report No. 05-03

FINDING 1: GITA needs to improve state-wide IT management

Recommendation	Status of Implementing Recommendation	Explanation for Recommendations That Have Not Been Implemented
1. GITA needs to take the following steps to improve state agency compliance with security and privacy standards:		
a. Develop a state-wide security plan that comprehensively addresses identified security and privacy weaknesses.	Implementation in Process	During the 2007 Legislative session, the Legislature passed HB 2785 creating the State-wide Information Security and Privacy Office. SISPO is required to develop, implement, and ensure each agency's compliance with a coordinated state-wide information security and privacy assurance plan. GITA reported that once SISPO is staffed, it will develop a state-wide security and privacy plan.
b. Consider designating a staff member to serve as a Chief Security Officer for the State.	Implementation in Process	HB2785 requires the GITA Director to appoint a state-wide Chief Information Security Officer to manage SISPO. GITA reported that it is beginning the process of hiring to fill this position.
2. GITA should take the following steps in order to strengthen IT privacy standards:		
a. Revise its privacy standards to ensure that they are comparable to those used by government and private industry.	Implemented at 18 Months	

GOVERNMENT INFORMATION TECHNOLOGY AGENCY (GITA)

24-Month Follow-Up Report To Auditor General Report No. 05-03

FINDING 1: GITA needs to improve state-wide IT management (cont'd)

Recommendation	Status of Implementing Recommendation	Explanation for Recommendations That Have Not Been Implemented
b. Revise its TESA form to ensure that it requires agencies to report compliance with all aspects of state privacy standards.	Implemented at 12 Months	
c. Explore designating a staff member to serve as the Chief Privacy Officer for the State.	Implementation in Process	GITA reported that with the passage of HB 2785 creating SISPO that it is beginning the process of hiring a Chief Privacy Officer.
3. GITA should take the following steps to identify and address state agency IT training needs:		
a. Use IT planning groups, such as the CIO Council, and information from state agencies, such as their IT strategic plans, to systematically identify agencies' IT needs.	Implemented at 6 Months	
b. Work with AzGU or other training sources to address these needs.	Implemented at 6 Months	

GOVERNMENT INFORMATION TECHNOLOGY AGENCY (GITA)

24-Month Follow-Up Report To Auditor General Report No. 05-03

FINDING 1: GITA needs to improve state-wide IT management (concl'd)

Recommendation	Status of Implementing Recommendation	Explanation for Recommendations That Have Not Been Implemented
4. GITA should take the following steps to increase its role in IT procurements:		
a. Identify opportunities to coordinate IT purchasing across agencies, including considering steps taken by other states to identify these opportunities.	Implemented at 6 Months	
b. Reevaluate its practice of not participating on IT proposal evaluation committees and develop criteria with Enterprise Procurement Services defining when it will participate.	Implemented at 12 Months	
5. For future State-Wide Strategic IT Plans, GITA should continue to seek input from stakeholder groups such as ITAC and the CIO Council.	Implemented at 12 Months	

GOVERNMENT INFORMATION TECHNOLOGY AGENCY (GITA)
24-Month Follow-Up Report To
Auditor General Report No. 05-03

FINDING 2: GITA should strengthen IT project reviews and better help agencies manage IT projects

Recommendation	Status of Implementing Recommendation	Explanation for Recommendations That Have Not Been Implemented
1. GITA should seek legislation removing the requirement to review all projects costing \$25,000 or more.	Implemented at 24 Months¹	
2. GITA should develop criteria that includes project cost and other risk factors to determine which projects should be reviewed.	Implemented at 24 Months	

¹ Rather than seeking legislation, GITA has updated its internal procedures and the PIJ form, along with state-wide policies and standards, to streamline the PIJ process for small and/or low-risk projects.

GOVERNMENT INFORMATION TECHNOLOGY AGENCY (GITA)

24-Month Follow-Up Report To

Auditor General Report No. 05-03

FINDING 2: GITA should strengthen IT project reviews and better help agencies manage IT projects (cont'd)

Recommendation	Status of Implementing Recommendation	Explanation for Recommendations That Have Not Been Implemented
3. GITA should review its current project investment justification information requirements and require agencies to provide:		
a. More detailed descriptions of how the project will meet state Enterprise Architecture standards in order to independently evaluate whether the project meets these standards.	Implemented at 24 Months	
b. More details on each project's public value and benefits.	Implemented at 24 Months	
c. Details on how agencies will measure and address risk factors involved in the projects in order to verify that agencies have appropriately considered and addressed project risk.	Implemented at 24 Months	

GOVERNMENT INFORMATION TECHNOLOGY AGENCY (GITA)

24-Month Follow-Up Report To

Auditor General Report No. 05-03

FINDING 2: GITA should strengthen IT project reviews and better help agencies manage IT projects (concl'd)

Recommendation	Status of Implementing Recommendation	Explanation for Recommendations That Have Not Been Implemented
4. Once it has reviewed its justification information requirements and developed its review criteria, GITA should reassess its staffing and skill needs for its project-approval process and reassign staff or seek legislative approval for additional staff as appropriate.	Implemented at 24 Months	
5. GITA should ensure that IT projects come in on time and under budget, by reviewing and implementing techniques used in other states' IT agencies to help enhance agency project management, including:		
a. Coordinating project management training and offering resources such as project management guidelines to assist state agency project managers.	Implemented at 18 Months	
b. Continuing to explore how to incorporate an industry model for standardizing and improving processes used to develop IT systems.	Implemented at 12 Months	
c. Ensuring that agencies employ qualified project managers, and continuing to explore options for certifying project managers.	Implemented at 24 Months	