

INTERNAL AUDIT DIVISION

Implementation Status Summary of Fiscal 2024 Audit Recommendations

Audit Report Number – Title Report Date	Recommendation	Management Response	Progress Toward Implementation
96-1867 - Audit of Franchise and Electronic Reporting August 2024	Eight recommendations were provided regarding email turnaround policy, review process, records retention, email encryption, Spanish version taxpayer letters, vulnerability remediation, system security planning and least privilege access.	Management agreed with the recommendations and developed measures to address the recommendations.	Management implemented two recommendations and started implementation on one. Five are pending. Internal Audit will conduct follow-up on the recommendations in accordance with auditing standards.
96-1893 - Audit of Hardware and System Software Administration – Workstations, Cloud and Mobile February 2024	Two recommendations were provided regarding operating system hardening and vulnerability scanning.	Management agreed with the recommendations and developed measures to address the recommendations.	Management fully implemented both audit recommendations.
96-1894 - Audit of Data Loss Prevention April 2024	No recommendations were offered for this audit.	Not Applicable	Not Applicable
96-1895 - Audit of Habitat Protection Fund Contract Management May 2024	No recommendations were offered for this audit.	Not Applicable	Not Applicable
96-1896 - Audit of Outsource Collections of Delinquent Taxes May 2024	Two recommendations were provided regarding creating a Spanish version collection letter and monitoring outsourced collection vendor.	Management agreed with the recommendations and developed measures to address the recommendations.	Management fully implemented both audit recommendations.
96-1897 - Audit of IT Procurement and Supplier Management May 2024	One recommendation was provided regarding ensuring requisitioned and invoice dollar amounts match the contracted amount.	Management agreed with the recommendation and developed measures to address the recommendation.	Management fully implemented the audit recommendation.
96-1981 - Audit of Contracts Administration and Procurements June 2024	No recommendations were offered for this audit.	Not Applicable	Not Applicable

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96-1982 - Audit of Assist Personnel in Processing and Reporting Payroll, Personnel and Financial Data July 2024	One recommendation was provided regarding updating customer survey procedures.	Management agreed with the recommendation and developed measures to address the recommendation.	Corrective action is pending on the one recommendation. Internal Audit will conduct follow-up on the recommendation in accordance with auditing standards.
96-2012 - Audit of Business Applications Maintenance and Support – Tools August 2024	Four recommendations were provided regarding compliance with emergency ticket requirements, scheduled implementation date for software changes, separation of duties with change and release management and tracking of SharePoint software development efforts.	Management agreed with the recommendations and developed measures to address the recommendations.	Management implemented three recommendations, and one is pending. Internal Audit will conduct follow-up on the recommendations in accordance with auditing standards.