



# CITIZENS SUMMARY

## Findings in the audit of the DOLIR Unemployment Insurance System Data Security

### User Account Management

Department of Labor and Industrial Relations (DOLIR) management has not fully established controls for the maintenance of user accounts for accessing the UInteract system. Established controls (1) disable a user account when the account has not been accessed for 120 days and (2) limit access to system administrative functions to computers attached to the state's internal network. However, the quarterly review process used by the DOLIR to detect and remove terminated user accounts did not effectively identify all accounts belonging to users not employed by the DOLIR. DOLIR management could reduce the risk of unauthorized access by increasing efforts to identify user accounts assigned to former employees and by providing periodic reminders to agency security coordinators of the importance of promptly removing user access assigned to former employees. Without effective procedures to remove access, terminated employees could continue to have access to critical or sensitive resources or have opportunities to sabotage or otherwise impair entity operations or assets.

In the areas audited, the overall performance of this entity was **Good**.\*

\*The rating(s) cover only audited areas and do not reflect an opinion on the overall operation of the entity. Within that context, the rating scale indicates the following:

- Excellent:** The audit results indicate this entity is very well managed. The report contains no findings. In addition, if applicable, prior recommendations have been implemented.
- Good:** The audit results indicate this entity is well managed. The report contains few findings, and the entity has indicated most or all recommendations have already been, or will be, implemented. In addition, if applicable, many of the prior recommendations have been implemented.
- Fair:** The audit results indicate this entity needs to improve operations in several areas. The report contains several findings, or one or more findings that require management's immediate attention, and/or the entity has indicated several recommendations will not be implemented. In addition, if applicable, several prior recommendations have not been implemented.
- Poor:** The audit results indicate this entity needs to significantly improve operations. The report contains numerous findings that require management's immediate attention, and/or the entity has indicated most recommendations will not be implemented. In addition, if applicable, most prior recommendations have not been implemented.