



Nicole Galloway, CPA
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CITIZENS SUMMARY

Findings in the audit of Office of Administration Information Technology Services Division Security Controls

Service Level Agreements	The Office of Administration Information Technology Services Division (ITSD) has not comprehensively developed or updated service level agreements between the ITSD and the state agency customers it serves.
Contingency Planning Policy	The ITSD has not formally adopted or documented an enterprise-wide contingency planning policy, including overall contingency objectives, an organizational framework, and comprehensive procedures.
Electronic Communication Policy	The ITSD has not developed records management and retention policies in compliance with the Missouri Secretary of State Records Services Division guidance, as approved by the Missouri State Records Commission.

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.



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RECOMMENDATION SUMMARY

Recommendations in the audit of Office of Administration Information Technology Services Division Security Controls

Service Level Agreements	The Information Technology Services Division (ITSD) continue the development of new service level agreements that specify services to be provided and address communications with division customers.
Contingency Planning Policy	The ITSD formally adopt and document an enterprise-wide contingency planning policy to ensure appropriate, effective contingency plans are developed for individual agencies and systems, and to guide enterprise-wide decisions.
Electronic Communication Policy	The ITSD develop written records management and retention policies to address electronic communications management and retention to comply with Missouri Secretary of State Records Services Division electronic communications guidelines.