



DEPARTMENT OF MANAGEMENT  
**SERVICES**

# Office of **Inspector General**



**2011**  
Annual Report



DEPARTMENT OF MANAGEMENT  
**SERVICES**

**RICK SCOTT**  
Governor

**JOHN P. MILES**  
Secretary

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September 24, 2010

John P. Miles, Secretary  
Department of Management Services  
4050 Esplanade Way, Suite 285  
Tallahassee, Florida 32399-0905

Dear Secretary Miles:

I am pleased to submit our annual report on the activities of the Office of Inspector General for the fiscal year ending June 30, 2011, as required by section 20.055, Florida Statutes.

The annual work plan portion of the report includes planned projects for the current fiscal year and our projected activities for the next two fiscal years. Our work plan is risk based to provide the most effective coverage of the department's programs, processes, systems, and contracts with outside entities. Our risk analysis is based on surveys and meetings with key department managers and a risk assessment performed by the Office of Inspector General's staff.

The activities outlined in our work plan for Fiscal Year 2011-12 address the major operations of the department and optimize the use of our resources. We have reserved approximately 10 percent of internal audit time for management assistance projects, including those that may be requested by your office.

We look forward to working with you and our fellow employees in meeting the challenges and opportunities that face the department. Thank you for your continued support.

Respectfully submitted,

Steve Rumph  
Inspector General

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# INTRODUCTION

Section 20.055, Florida Statutes, establishes the Office of Inspector General (OIG) within each state agency to provide a central point for coordination of and responsibility for activities that promote accountability, integrity, and efficiency in government.

This annual report is presented to the secretary to comply with statutory requirements and to provide department staff and interested parties with information on the OIG's progress in accomplishing its mission as defined by Florida law.

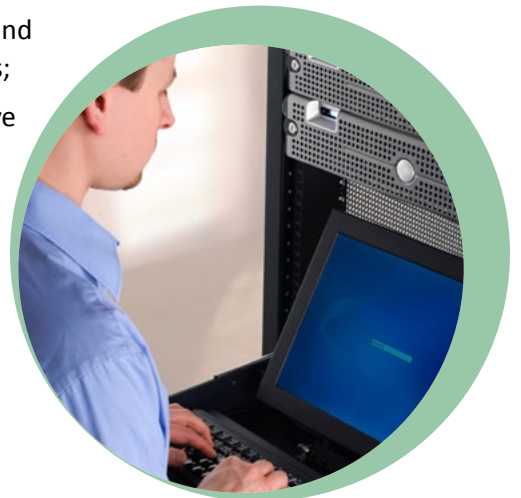
## Mission Statement

Our mission is to promote effectiveness, efficiency and quality within the Department of Management Services. We provide independent reviews, assessments and investigations of department programs, activities and functions to assist the department in accomplishing its overall mission "to provide smarter, better, faster services" to its customers.

## Duties and Responsibilities

In accordance with section 20.055, Florida Statutes, the inspector general's duties and responsibilities include the following:

- Advise in the development of performance measures, standards and procedures for the evaluation of agency programs;
- Assess the reliability and validity of performance measures and standards and make recommendations for improvement;
- Review actions taken to improve program performance, meet program standards and make recommendations for improvement;
- Provide direction for, supervise and coordinate audits, investigations and management reviews related to department programs and operations;
- Keep the department secretary informed of and recommend corrective action concerning fraud, abuse and deficiencies relating to agency programs and operations; monitor and report to the secretary on progress made in implementing corrective action;
- Review rules relating to agency programs and operations;
- Receive complaints and coordinate all activities of the agency as required by the Whistleblower's Act; for complaints that do not meet the criteria for an investigation under the Whistleblower's Act; conduct, supervise, or coordinate such inquiries, investigations, or reviews, as appropriate;
- Initiate, conduct, supervise and coordinate investigations designed to detect, deter, prevent, and eradicate fraud, waste, mismanagement, misconduct, and other abuses in state government;
- Ensure that an appropriate balance is maintained between audit, investigative and other accountable activities; and
- Comply with the General Principles and Standards for Offices of Inspector General as published by the Association of Inspectors General.



## Department Services are Diverse

The Department of Management Services is a customer-focused agency responsible for providing a diverse complement of products and services to state agencies, employees and other entities that serve the citizens of Florida. As the administrative arm of state government, the department has responsibility to:

- Consolidate the state's buying power for the purchase of commodities and services;
- Serve as the centralized authority for operation, maintenance and construction of state-owned facilities and oversight of the state's process for leasing privately owned space;
- Manage the acquisition, use, operation, maintenance and disposal of state-owned and operated aircraft, motor vehicles, watercraft and heavy equipment;
- Coordinate the procurement and distribution of available federal surplus assets;
- Contract for, and monitor the effective and efficient operation and maintenance of private correctional facilities;
- Develop human resource policies, practices and strategies designed to attract and support the employees who serve the people of Florida;
- Provide a high-quality, competitive portfolio of insurance products and services for the state workforce;
- Administer the state-wide retirement program and monitor the actuarial soundness of local government retirement plans; and
- Provide quality and cost-effective telecommunications and radio services statewide to public entities that serve Florida's citizens.

The varied nature of department programs and activities requires a unique approach to conducting OIG reviews and investigations. While some agencies audit the same subject matter from year to year, our auditors and investigators are engaged in different functional areas from one review to the next. This diverse operational environment fosters a continual learning and educational process for OIG staff.

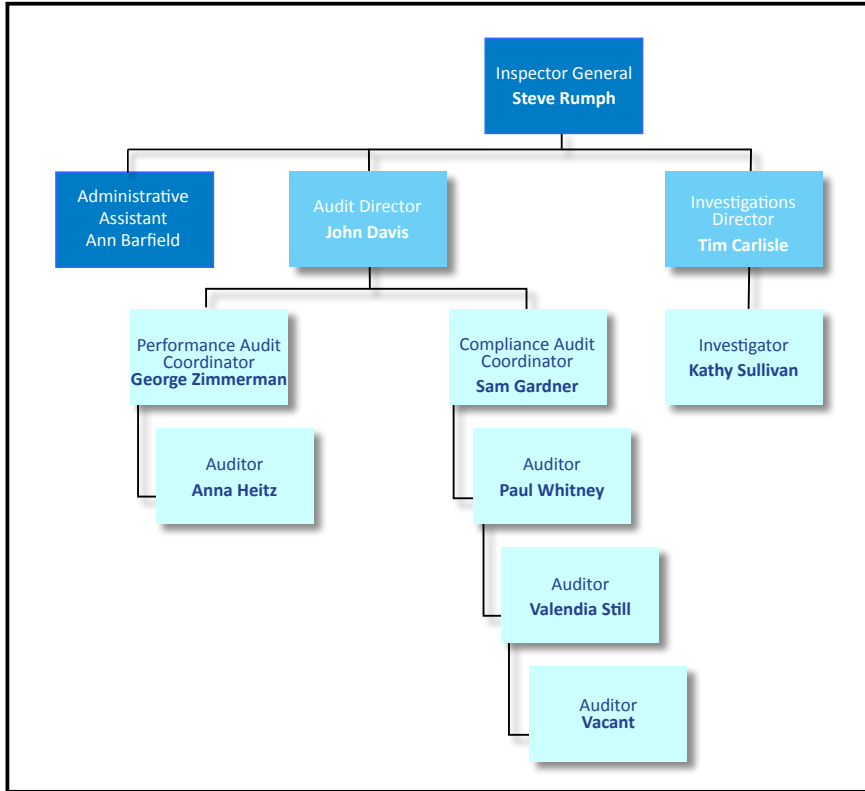
## A Risk-Based Program

The OIG conducts a comprehensive, annual risk assessment to help ensure that we provide adequate audit coverage of the department's many programs and activities. The risk assessment helps ensure that we remain responsive to management issues and concerns and identify and schedule for review those programs and activities that pose the greatest risk to the department.

# OIG Organization and Staff

To carry out our duties and responsibilities, the OIG is organized into two sections: Internal Audit and Investigations.

The OIG has a staff of 11 professional/technical positions. Our organizational structure is shown below:



OIG employees have a wide range of experience in both the public and private sectors. Staff members have supervised and conducted audits or investigations at the federal, state and local levels. OIG staff has backgrounds and experience in accounting, auditing, law enforcement, program evaluation, management, computer science and communications.

## OIG Staff Certifications

OIG staff holds the following professional certifications:

- 3 - Certified Inspectors General**
- 2 - Certified Public Accountants**
- 1 - Certified Information Systems Auditor**
- 1 - Certified Government Financial Manager**
- 2 – Certified Inspector General Investigators**
- 1 – Certified Government Auditing Professional**
- 1 – Certified Internal Auditor**

# Organization and Functions

## Internal Audit

Internal Audit staff performs independent audits, reviews and examinations to identify, report and recommend corrective action for control deficiencies or non-compliance with applicable laws, policies and procedures. Staff also conducts performance audits to evaluate and make recommendations to improve the effectiveness and efficiency of department programs, activities and functions.

Audits are conducted in accordance with the current ***International Standards for the Professional Practice of Internal Auditing*** established by the Institute of Internal Auditors (IIA), Inc. Financial audits may be subject to the standards for generally accepted auditing principles promulgated by the American Institute of Certified Public Accountants. OIG audit reports are submitted to the department secretary and Auditor General and distributed to the Office of the Chief Inspector General, department managers and others, as appropriate.

The Internal Audit Section's major functions are to:

- Conduct Performance Audits to ensure the effectiveness, efficiency, and economy of department programs. Elements of financial, compliance and information systems audits are often included within the scope of such audits;
- Conduct Compliance Audits to assess external agencies' compliance with statutes and rules pertaining to participation in the Florida Retirement System (FRS). This activity includes providing technical assistance to agencies in meeting FRS participation and reporting requirements;
- Provide Management Assistance Services to advise management on emergent issues and concerns;
- Coordinate Audit Responses and Conduct Follow-ups to findings and recommendations made internally by the OIG and externally by the Auditor General, Office of Program Policy Analysis and Government Accountability (OPPAGA), and other oversight units; and
- Assist management with the development of Performance Measures and assess the reliability and validity of information provided by the department on performance measurement and standards.

## Internal Investigations

The Internal Investigations Section works to deter, detect, and investigate crimes or misconduct impacting the department. The Section receives inquiries or complaints regarding departmental activity from many sources, including the Whistleblower's Hotline, the Comptroller's Get Lean Hotline, the Chief Inspector General's office, and the Governor's Office. Complaints are also received from people who do business with the department and from upper management or line personnel within the agency. Some complaints are broad and address entire programs while others have a more limited scope.

Investigations staff monitor and track all cases.

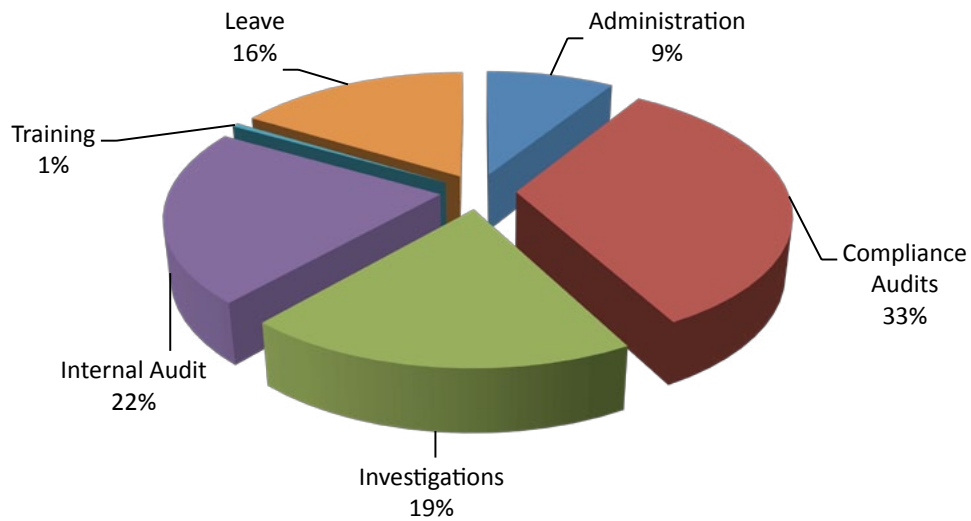
- All case dispositions are reported to the secretary and appropriate managers.
- When allegations are sustained involving possible disciplinary action, the OIG provides the necessary facts to the department's human resources office, the Office of the General Counsel, and division managers to assist them in taking the appropriate disciplinary actions.
- Cases involving criminal activity are referred to the appropriate law enforcement agency.

# Accomplishments

During Fiscal Year 2010-11, the OIG accomplished the following work:

Function	Number	Potential Cost Savings/Recovery/ Avoidance/Questioned Costs
Compliance Reviews	82	\$518,674
Performance Audits	2	
Management Advisory Reviews	1	
Response Coordination	17	
Audit Follow-ups	12	
Investigations	11	
Background Inquiries	2,195	

To accomplish our goals, personnel time resources were used as shown in the following chart:





# Summary of Major Activities

## Performance Audits

The internal audit section completed two performance audits in Fiscal Year 2009-10. Our reports are available online at: [http://www.dms.myflorida.com/agency\\_administration/inspector\\_general/publications/audit\\_reports](http://www.dms.myflorida.com/agency_administration/inspector_general/publications/audit_reports)

The following are highlights of the reviews completed during the past fiscal year.

### *Management of the Department's Delinquent Accounts Receivable*

#### Report No. IA 2009-89

The Office of Inspector General examined the department's management of delinquent accounts receivable. The review showed that no single entity had overall responsibility for ensuring that programs exercise due diligence in the collections of past due charges or that programs appropriately managed their delinquent accounts. Moreover, the department's existing policies did not provide programs with sufficient guidance regarding due diligence in the collection of delinquent accounts receivable, the management of credits on account or unapplied receipts, requirements for referring delinquent accounts to a collections agency and using available legal remedies for collecting past due accounts.

Consequently, delinquent accounts remained on the department's financial record indefinitely and some customers continued to receive department services despite the fact that they had significant past due charges.

Recommendations included:

- Assigning one entity the overall responsibility for ensuring that programs exercise due diligence in collecting past due accounts and appropriately managing their delinquent accounts receivables.
- Revising department administrative policies to include:
  - Justification for the continuation of services to customers with delinquent accounts receivable from a prior fiscal year
  - Guidelines for managing customer's credits on accounts
  - A comprehensive explanation of the procedures programs must follow to demonstrate they have exercised due diligence in collecting delinquent accounts receivable
  - A requirement that programs establish comprehensive written internal policies and procedures for managing their delinquent accounts receivables
  - Guidance for referring accounts to a collections agency and the use of available legal remedies for collecting past due accounts



## *Audit of the Department's Ethics Policies*

### **Report No. IA 2011-549**

At the request of the Executive Office of the Governor's Chief Inspector General, the Office of Inspector General participated in an enterprise-wide audit of the implementation of Governor Scott's ethics policies (Executive Order 11-03, dated January 4, 2011).

The auditors determined that:

- The department's existing Code of Ethics Policy (HR 07-105) had been revised to reflect changes made by Governor Scott in Executive Order 11-03.
- The department had implemented an annual ethics training program that is given to all employees and administered by the Human Resources Office. Employees are provided ethics training and tested on their knowledge of the same. Employees are provided a certificate of completion, which is entered into the People First system as completed ethics training.

### **Compliance Audits**

During Fiscal Year 2010-11, the OIG completed 77 compliance reviews of local government participants in the State of Florida Retirement System. These reviews resulted in revenue adjustments of nearly \$254,908 to the retirement system trust fund. Compliance audits consisted mainly of reviews of payroll records, personnel files, and earnings records.

Compliance reviews are performed at participating entities such as:

- County Commissions
- County Property Appraisers
- County Tax Collectors
- County School Boards
- County Clerks
- County Comptrollers
- County Sheriffs
- County Supervisors of Elections
- Community Colleges

Compliance audit staff also completed five special reviews. These reviews identified payee and joint annuitant deaths from the biannual death match, the continued eligibility of payees and joint annuitants age 100 and older, terminated vested members who have reached retirement age and have not applied for retirement, and the eligibility of payees and joint annuitants living outside of the U.S. These reviews resulted in a recurring cost avoidance of \$263,766.

## Management Advisory Services

The OIG reserves staff time to review issues or matters of concern to department management. During Fiscal Year 2010-11, the internal audit staff performed several reviews. These reviews addressed issues such as the following:

### *Construction of the First District Court of Appeals Building*

At the secretary's request, the OIG conducted a review of the statutes, rules and best practices relating to the construction and management of building projects. This review was initiated due to the issues involved in the Department of Financial Services (DFS) audit of the construction of the First District Court of Appeals building.

The OIG research and conclusions were used to assist management in the preparation and response to the DFS audit report.



### *Assistance with Investigations*

The internal audit section provided assistance to investigations section staff on matters involving retirement benefits, minority vendor procurement, state term and other contracts.

## Continuing Projects

OIG staff also assists the department in other ways. For example, staff participated in the following departmental activities during the past year:

### *Computer Security Incident Response Team (CSIRT)*

The CSIRT is a first-responder unit that performs vital functions in regards to mitigating and investigating an apparent information security incident to minimize damage to the department's computer systems, networks and data. CSIRT activities are available 24 hours per day and seven days a week.

The OIG is a core member of the CSIRT team for the department and the SouthWood Shared Resource Center (SSRC). As part of this response team, our duties include the following:

- Report incidents to the Office of Information Security within the Agency for Enterprise Information Technology;
- Convene as required upon notification of a reported computer security incident;
- Respond to activities that might interrupt the IT services of the area for which the team is responsible during duty and non-duty hours;
- Classify agency security incidents;
- Maintain confidentiality of information related to computer security incidents; and
- Perform all investigation activities.

## Public Records

The OIG provides management advisory services associated with the Public Records Management System (PRMS) and the electronic record keeping of public records. These management advisory services include the following activities:

- Facilitate the quarterly Public Records Information Sharing meetings;
- Participate as a team member of the Executive Records Management Team;
- Assist divisions with determining which requests are entered into PRMS;
- Coordinate PRMS user training; and
- Maintain the Public Records Information Sharing distribution list for the department.

## American Recovery and Reinvestment Act

The American Recovery and Reinvestment Act (ARRA) of 2009 (Public Law 111-5) was enacted on February 17, 2009. A goal of the ARRA is to expand access to broadband services in the United States. This is to be accomplished by supporting the deployment of broadband infrastructure, enhancing and expanding public computer centers, encouraging sustainable adoption of broadband service, and developing and maintaining a nationwide public map of broadband service capability and availability.

Section 364.0135, Florida Statutes, designates and authorizes the department to assess the need for broadband internet service in the state, plan for such service, and encourage the statewide deployment of such service. The bill authorizes the department to apply for and accept certain funds, enter into contracts, establish committees or workgroups, and adopt rules.

The department was awarded an ARRA broadband mapping grant of \$2.6 million in 2009 to create a geographic inventory that will refine data about the location of Florida's un-served and underserved areas broadband service. In 2010, the department was awarded an additional \$6.3 million grant to be used for:

- Establishing a Broadband Program Office for oversight, management and technical assistance resources,
- Library Technology Assessment,
- Broadband Data and Mapping, and
- Local and Regional Broadband Planning.

The OIG conducts continuous monitoring of the State of Florida Broadband Initiative Program to include:

- Reviewing the procurement process in regard to the broadband initiative;
- Attending monthly broadband workgroup meetings; and
- Reviewing the quarterly program reports submitted to the federal government.

## **Response Coordination and Follow-up**

In Fiscal Year 2010-11, we coordinated the department's response to four (4) audits performed by the Auditor General and 11 reviews performed by the Office of Program Policy and Government Accountability (OPPAGA). In addition, we coordinated two reviews performed by the Department of Emergency Management and the Department of Financial Services. These reviews, which contained a total of 41 recommendations to the department, are listed in Appendix A. We also performed statutorily required 6-month follow-up reviews of the status of implementation of 36 recommendations contained in seven Auditor General reports and one OPPAGA report (see Appendix B).

In addition to statutorily required follow-ups, we periodically review unresolved audit recommendations (see Appendix B). In Fiscal Year 2010-11, we followed up on eight outstanding internal and external audit recommendations from five previous reports, which were more than six months old. This resulted in the resolution of five of the recommendations. It is the OIG's practice to continue to monitor outstanding recommendations until implemented or until management accepts the risk of not implementing the recommendations.

## Performance Measurement

The OIG continued to review and advise department programs on the development of performance measures and standards and to ensure that recommended revisions were accomplished.

## Investigations

The Internal Investigations Section closed 11 cases during the year. Eight cases involved alleged employee misconduct, two cases involved potential fraud, and one case involved sexual harassment. Of the 11 cases, six were substantiated and five were unsubstantiated during the investigations. Representative examples of the 11 investigations were:

### Alleged Employee Misconduct

#### Report No. II 2011-791

The investigation was initiated after DMS management discovered that a surveillance camera used inside a secure and controlled DMS facility was being covered so that activity inside the facility could not be recorded. The investigation disclosed that several DMS employees were aware that the camera was being covered and that other DMS employees were responsible for covering the surveillance camera. The investigation resulted in the dismissal of three DMS employees and written counseling of other personnel.

### Alleged Sexual Harassment

#### Report No. II 2011-523

The investigation was initiated after a state employee alleged sexual harassment by a volunteer worker at a DMS-managed facility. The investigation substantiated that the volunteer worker's conduct was inappropriate. The volunteer was subsequently removed from the DMS-managed facility.

## Background Screening

In June 2010, equipment was installed to allow the OIG to perform fingerprinting of individuals and preparation of fingerprint cards within the office. This has allowed the OIG to provide a quicker turnaround for conducting background screenings. During the year, Internal Investigations staff conducted background screenings for 149 state employees and 2,046 contract employees.

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#### Classifications of Investigative Findings

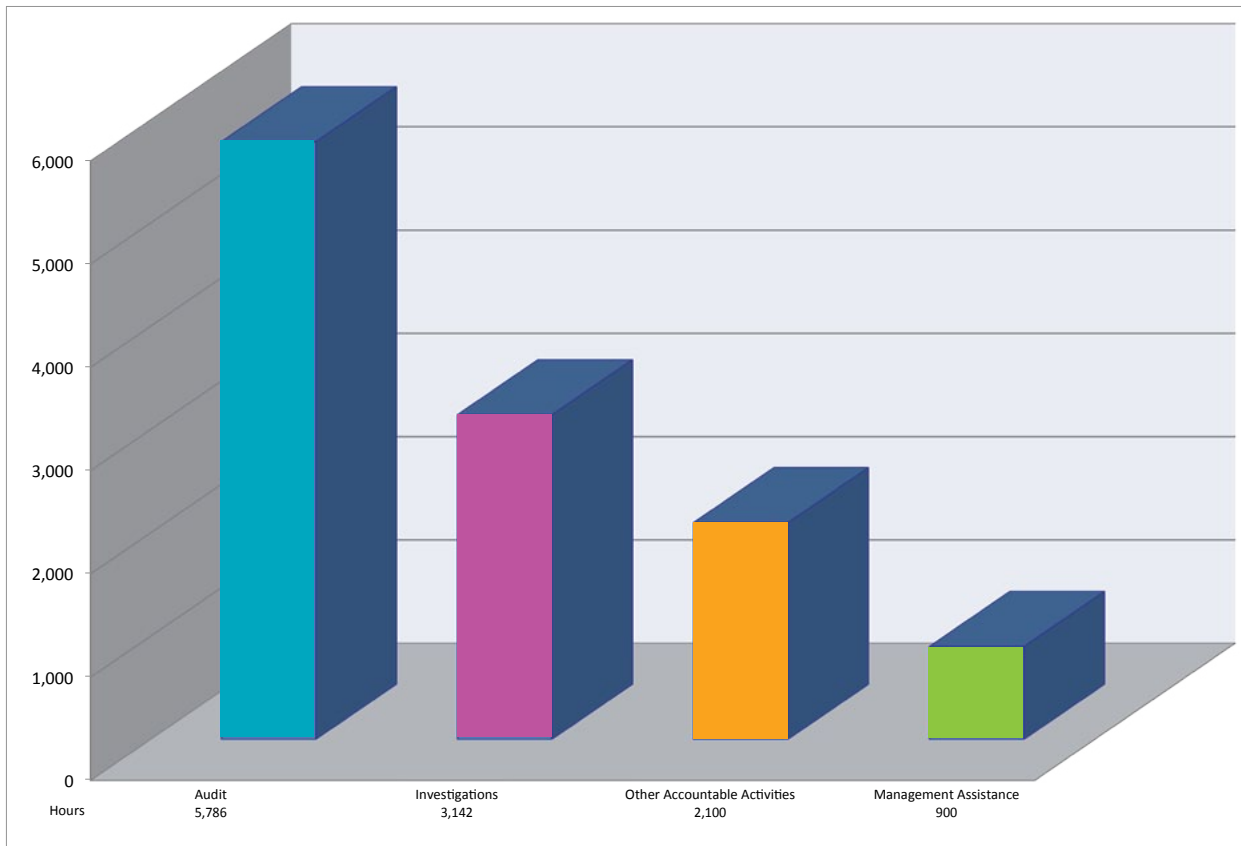
- 1) Substantiated – Allegation supported by sufficient evidence to justify a reasonable conclusion that the actions occurred.
- 2) Unsubstantiated – Insufficient evidence available to prove or disprove allegations.

# Annual Work Plan Fiscal Year 2011-12

The annual work plan is based on the results of the annual risk assessment. The purpose of developing the plan is to identify, select and plan the allocation of resources for the upcoming year. Our overriding consideration is to provide the greatest benefit to the department with our limited resources.

This work plan details products to be delivered. For the upcoming year, we plan to continue devoting the majority of our resources to internal audits and investigations. Based on current staffing, the OIG expects to have approximately 12,000 hours available for projects.<sup>1</sup> The resource allocation depicted in the following chart represents an appropriate balance between audit, investigative, and other accountability activities at the Department of Management Services.

## Annual Work Plan – Fiscal Year 2011-12



Allocation of staff resources for Fiscal Year 2011-12 is shown in the following table by category.

<sup>1</sup>Total available hours of 14,560 less holiday and leave time of 2,632 hours.

# Allocation of Time Resources for FY 2011-12

Audit/Program Evaluation	Hours
Federal Property Assistance Program.	260
SUNCOM Billing Process	450
Ethical Climate - SSRC	250
Performance Measures	102
<b>Subtotal</b>	<b>1,062</b>

Holidays and Leave	Hours
Holidays	560
Annual Leave	1,232
Sick Leave	728
Other Leave	112
<b>Subtotal</b>	<b>2,632</b>

Investigation Projects	Hours
Get Lean Hotline Complaints	200
Security Assessments	400
Agency Investigations	2,542
<b>Subtotal</b>	<b>3,142</b>

Special Projects	Hours
Single Audit Act Coordination	50
Schedule IX Preparation	80
Other	50
<b>Subtotal</b>	<b>180</b>

Audit Compliance	Hours
Compliance Reviews	4,000
Special Retirement Projects	726
<b>Subtotal</b>	<b>4,726</b>

Response Coordination	Hours
Response Coordination	200
Six-Month Follow-ups	200
Eighteen-Month Follow-ups	120
Internal Follow-ups	80
<b>Subtotal</b>	<b>600</b>

Internal Management/Support	Hours
Personnel Issues	140
Staff Meetings	182
Timekeeping System	182
Management/Coordination	78
<b>Subtotal</b>	<b>582</b>

Professional Training	Hours
Staff Development	56
Professional Training	280
<b>Subtotal</b>	<b>336</b>

Management Assistance Services	Hours
Reserved For Department Management	400
Reserved For CIG	500
<b>Subtotal</b>	<b>900</b>

Internal Process Analyses/Report	Hours
Annual Work Plan/Report	200
Annual Risk Assessment	200
<b>Subtotal</b>	<b>400</b>

Total Available Hours 14,560

# Long Term Plan for Fiscal Years 2012-13 and 2013-14

Our long-term plan is to ensure that the services of the OIG provide the most benefit to the department. Our goal is to achieve and maintain an appropriate balance between audit, investigative, and other accountability activities.

Based on the Fiscal Year 2011-12 Annual Work Plan, approximately 14,560 work hours will be available for the OIG. The OIG expects to expend the number of hours outlined below for each category during Fiscal Year 2012-13 as well as Fiscal Year 2013-14.

<b>ACTIVITY</b>	<b>HOURS</b>
Audit/Program Evaluations	1,062
Compliance Reviews	4,000
Investigations	3,142
Management Assistance	900
Response Coordination/Follow-up	600
Internal Process Analyses/Reporting	400
Holidays and Leave	2,632
Management and Support	582
Special Projects	180
Professional Training	336
Special Retirement Projects	726
<b>Total Available Hours</b>	<b>14,560</b>



# Distribution List

*David W. Martin, CPA, Auditor General*

*Philip Twogood, Coordinator*

*Office of Program Policy Analysis and Government Accountability*

*Kathy DuBose, Director*

*Joint Legislative Auditing Committee*

*Melinda Miguel, Chief Inspector General*

*Executive Office of the Governor*

*Kim Mills, Audit Director*

*Executive Office of the Governor*

Department of Management Services Staff:

*Brett Rayman, Chief of Staff*

*Debra Forbess, Director of Administration*

*Stephanie Leeds, Director of Legislative Affairs*

*Kristopher Purcell, Director of Communications*

# APPENDIX A

Department of Management Services  
Office of Inspector General  
External Audits Coordinated for Fiscal Year 2010-11

Office of the Auditor General		
Report Number	Audit Subject	Report Date
2011-190	Emergency Communications Number E911 System Fund – Operational	06/06/2011
2011-167	State of Florida – Compliance and Internal Controls over Financial Reporting and Federal Awards	03/29/2011
2011-075	Information Technology Consulting Services State Term Contract, Procurement and Expenditure Processes, and Additional Administrative Matters - Operational	01/14/2011
In Process	Operational Audit of Southwood Shared Resource Center	*TBD

Office of Program Policy Analysis and Government Accountability		
Report Number	Audit Subject	Report Date
11-17	FRS Pension Plan Valuation Met Standards	05/2011
11-16	Centralizing Vehicle Fleet Operations And Implementing Cost-Savings Strategies Could Reduce State Spending	04/2011
11-14	State Agency Travel Costs Are Down; Some Options Remain to Further Reduce Expenditures	03/2011
11-13	Centralizing Aviation Operations And Implementing Cost-Savings Strategies Could Reduce State Spending	03/2011
11-10	Compared to Other States, the Pension Plan Is Better Funded, Incurs Lower Investment Fees, and Has Fewer Trustees; Investment Returns Are Average	02/2011
In Process	Local Retirement Systems	*TBD
In Process	State Term Contract for On-Line Legal Services	*TBD
None	The Effect of Expanding the Scope of Practice for Certain Physician Assistants on the State Employees Health Insurance Program	No Report
None	Energy Efficiency in State Buildings	No Report
None	State Employee Health Insurance Costs	No Report
In Process	The Effect of Florida Statutes 627.638(2) Amendments on Net Loss of Physicians from the Preferred Provider Network	*TBD

Department of Emergency Management		
Report Number	Audit Subject	Report Date
In Process	Florida Interoperability Network Grants	*TBD

Department of Financial Services		
Report Number	Audit Subject	Report Date
Not Applicable	Audit of Department of Management Services First District Court of Appeal Courthouse Construction Project	10/12/2010

\*To Be Determined

# APPENDIX B

Department of Management Services  
Office of Inspector General  
External Audit Follow-ups for Fiscal Year 2010-11

Office of the Auditor General		
Report Number	Audit Subject	Date Completed
2009-078	24-Month Follow-up to AG Audit of Department of Management Services Nonpublic Information Safeguards and Revenue and Cash Receipts	04/26/2011
2009-078	18-Month Follow-up to AG Audit of Department of Management Services Nonpublic Information Safeguards and Revenue and Cash Receipts	09/24/2010
2009-052	18-Month Follow-up to AG Audit of Department of Management Services Contract Monitoring and Follow-up on Selected Prior Audit Findings	11/22/2010
2010-173	12-Month Follow-up to AG Audit of Southwood Shared Resource Center – Data Center Operations	03/15/2011
2010-165	12-Month Follow-up to AG Audit of State of Florida Compliance and Internal Controls Over Financial Reporting and Federal Awards	04/09/2011
2011-021	6-Month Follow-up to AG Audit of Agency for Workforce Innovation, Southwood Shared Resource Center – Unemployment Insurance Program	04/20/2011
2011-069	6-Month Follow-up to AG Audit of Payroll And Administrative Processes At Selected State Agencies	06/16/2011
2011-188	6-Month Follow-up to AG Audit of Department of Management Services – MyFloridaMarketPlace (MFMP), Information Technology Operations	10/15/2010
2010-165	6-Month Follow-up to AG Audit of State of Florida Compliance and Internal Controls Over Financial Reporting and Federal Awards	10/20/2010
2010-173	6-Month Follow-up to AG Audit of Southwood Shared Resource Center – Data Center Operations	10/23/2010
2010-196	6-Month Follow-up to AG Audit of Department of Management Services, Emergency Communications Number E911 System Fund	11/16/2010
2011-075	6-Month Follow-up to AG Audit of Information Technology Consulting Services State Term Contract, Procurement and Expenditure Processes, and Additional Administrative Matters – Operational Audit	07/14/2011

