

RON DESANTIS
Governor



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TALLAHASSEE, FLORIDA 32301

September 29, 2020

Melinda Miguel
Chief Inspector General
400 S. Monroe Street
Tallahassee, Florida 32399

Re: OIG Annual Report for Fiscal Year 2019-20

Dear Chief Inspector General Miguel:

In accordance with Section 20.055(8), Florida Statutes, I am pleased to submit our Annual Report for the Florida Lottery, Office of Inspector General (OIG). The report reflects the activities and accomplishments of the OIG for fiscal year 2019-20.

We remain committed to the goals of the Florida Lottery and to our work to provide a central point for coordination of and responsibility for activities that promote accountability, integrity, and efficiency. Thank you for your continued support of our efforts.

Respectfully submitted,

Andy Mompeller
Andy Mompeller
Inspector General

cc: Sherrill Norman, Florida Auditor General



September 29, 2020

Office of Inspector General Annual Report for Fiscal Year 2019-20



Andy Mompeller
Inspector General

FLORIDA DEPARTMENT OF LOTTERY

OFFICE OF INSPECTOR GENERAL

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INTRODUCTION

OVERVIEW

In 1986, Florida voters authorized a lottery through a constitutional amendment, enacted by a two-to-one margin, that would use its proceeds to enhance public education in Florida. The Florida Legislature established the Florida Lottery with the mission of maximizing revenues for education to allow the people of Florida to benefit from significant additional monies while providing the best lottery games available. Over the history of the Florida Lottery, both goals have been accomplished. Consistent with this, the mission of the Florida Lottery is to maximize revenues in a manner consonant with the dignity of the state and the welfare of its citizens.

The Office of Inspector General (OIG) provides support to the Lottery's mission through its function. Section 20.055 of Florida Statutes defines the duties and responsibilities of the Inspectors General and requires the OIG to submit an annual report each year, summarizing the activities performed by the OIG during the preceding fiscal year. This annual report is presented to the Secretary of the Florida Lottery and the Governor's Chief Inspector General to comply with statutory requirements and to provide departmental staff and interested parties with information on the OIG's progress in accomplishing its mission.

MISSION STATEMENT

The mission of the Florida Lottery OIG is to protect and promote public integrity and accountability within the Lottery through audits and investigations that detect fraud, waste, abuse, and administrative violations. The goal of the OIG is to prevent and decrease the reoccurrence of such violations through employee awareness and cooperation, while providing the Lottery with timely, accurate, objective, and useful work products that promote confidence and provide transparency for the citizens of the State of Florida.

OIG RESPONSIBILITIES

Section 20.055, Florida Statutes, establishes the Office of Inspector General within each state agency to provide a central point for coordination of, and responsibility for, activities that promote accountability, integrity, and efficiency in government. The OIG has full, free, and unrestricted access to all Lottery activities, records, data, properties, functions, and personnel necessary to effectively carry out its responsibilities. The OIG's responsibilities include:

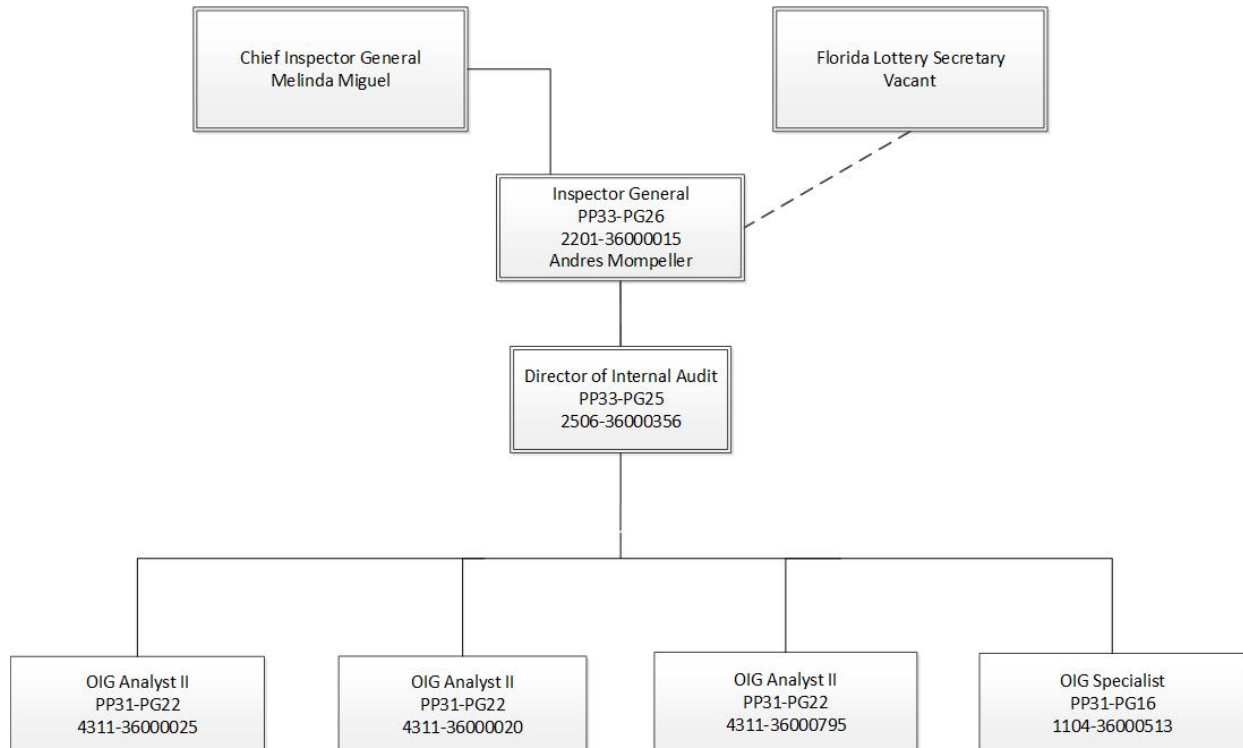
- Conducting audits, investigations, and management reviews relating to the programs and operations of the Lottery;
- Reviewing and evaluating internal controls necessary to ensure the fiscal accountability of the Lottery;
- Keeping the Secretary and Chief Inspector General informed concerning fraud, abuse,

and deficiencies relating to programs and operations administered or financed by the Lottery;

- Recommending corrective action and reporting on the progress made in implementing corrective action;
- Advising in the development of performance measures, standards, and policies and procedures for Lottery programs;
- Conducting or coordinating other activities carried out or financed by the Lottery for the purpose of promoting economy and efficiency in the administration of, or preventing and detecting fraud and abuse in, its programs and operations;
- Coordinating and monitoring the implementation of the Lottery’s response to recommendations made by the Auditor General, the Office of Program Policy Analysis and Government Accountability (OPPAGA), the Florida Department of Financial Services, and other external agencies; and
- Ensuring that an appropriate balance is maintained between audit, investigative, and other accountability activities.

ORGANIZATION AND STAFF

The Lottery Inspector General falls under the administrative supervision of the Secretary but reports directly to the Governor’s Chief Inspector General. The OIG consists of six professional positions that perform internal audit and investigative functions, as shown below.



OIG STAFF QUALIFICATIONS AND CERTIFICATIONS

OIG personnel are highly qualified and bring various backgrounds and expertise to the Lottery. The collective experience spans a variety of disciplines including auditing, accounting, process improvement, investigations, and information systems.

The *International Standards for the Professional Practice of Internal Auditing* as published by the Institute of Internal Auditors, and the *Principles and Standards for Offices of Inspector General* as published by the Association of Inspectors General require internal auditors to maintain their professional proficiency through continuing education and training. In addition, the OIG has received accreditation by the Commission for Law Enforcement Accreditation, Inc., and must meet minimum training standards in order to maintain accreditation.

OIG staff members continually seek to enhance their abilities and contributions to the office and the Lottery. Many staff members have obtained certifications that demonstrate their knowledge, motivation, and commitment to the profession. The accomplishments of the staff in obtaining professional certifications represent significant time and effort by each staff member, reflecting positively on the individual as well as the Lottery. During fiscal year 2019-20, professional certifications held by OIG staff members include:

- Certified Inspector General (CIG)
- Certified Internal Auditor (CIA)
- Certified Information Systems Auditor (CISA)
- Certified Governmental Auditing Professional (CGAP)
- Certified Inspector General Investigator (CIGI)
- Florida Certified Contract Manager (FCCM)
- Notary Public



AFFILIATIONS

OIG staff members participate in a number of professional organizations to maintain proficiency in their areas of expertise and certification. These associations allow them to establish and advance professional networks and participate in professional development activities. OIG staff members are affiliated with the following professional organizations that support audit and investigation activities:

- Association of Inspectors General (AIG)
- Institute of Internal Auditors (IIA)
- Association of Government Accountants (AGA)
- ISACA (previously known as Information Systems Audit and Control Association)

INTERNAL AUDIT

The purpose of internal auditing is to provide independent, objective assurance and consulting activities designed to add value and improve the Lottery's operations. Our vision is to help the Lottery by facilitating change directed toward improving efficiency, effectiveness, accountability, and teamwork.

Audit responsibilities of the OIG include:

- Conduct compliance, information technology, performance, operational, and financial audits of the Lottery to identify and recommend corrective action for deficiencies or matters of noncompliance;
- Conduct consulting activities in order to provide independent advisory services to Lottery management;
- Assess the reliability and validity of Lottery performance measures;
- Ensure effective coordination and cooperation with the Office of the Auditor General, OPPAGA, and other governmental bodies to ensure proper coverage and minimize duplication of effort;
- Conduct risk assessments of the Lottery annually, taking into consideration the input of senior management;
- Develop annual and long-term audit plans outlining the audits to be conducted during each year and related resources to be devoted to the respective audits;
- Monitor the implementation of the Lottery's response to audit reports issued by the Inspector General, Office of the Auditor General, OPPAGA, or other oversight agency;
- Develop and maintain a quality assurance and improvement program that covers all aspects of the internal audit activity, with an external assessment conducted every three years; and
- Participate in enterprise projects and provide assistance as requested by the Chief Inspector General.



The OIG conducts assurance and consulting activities in accordance with the *International Standards for the Professional Practice of Internal Auditing*, published by the Institute of Internal Auditors, Inc. Audit reports are distributed to the Secretary of the Florida Lottery, the Governor's Chief Inspector General, the Office of the Auditor General, and affected Lottery managers.

INTERNAL AUDIT ACCOMPLISHMENTS

During fiscal year 2019-20, the OIG completed two internal audits and five management reviews. Additionally, the OIG conducted follow-up activities to review the status of 10 internal engagements. The results of those engagements are summarized below.

19-1005, Program Changes Management

The Division of Operations establishes, monitors, and maintains information technology systems and services within the Lottery. Software and Data Services (SDS), within Operations, automates and improves the Lottery's business processes by building information applications that enable and optimize the development of new products, payment to winners, electronic payment by retailers, retailer incentive programs, and other mission-critical initiatives. SDS is responsible for program changes related to the Lottery's automated business systems and nightly batch processes. SDS is required to ensure program changes are properly documented, tested, and approved in a manner consistent with management intent.

The OIG conducted a review of Program Changes Management to ensure program changes are properly documented, tested, and approved. During this review, we identified areas where controls could be strengthened. The OIG made six recommendations that included enhancing procedures, improving the tracking spreadsheet, and developing processes to tighten the accuracy of documentation, appropriateness of testing levels, and approvals.

20-1001, Tampa District Office

The Tampa district functions as a Lottery retailer and prize redemption center, which includes selling scratch-off and terminal game tickets and redeeming winning tickets with a value of up to \$1 million for Powerball® and Mega Millions® and up to \$250,000 for all other Lottery games. The district office serves as an operations center for Lottery sales representatives, and operates a warehouse that receives, stores, and distributes items needed to support the Lottery retailers located within the district. The Tampa district office consists of 30 staff positions and services nearly 2,500 retailers located within the district.



The OIG conducted an audit of the Tampa district office to determine whether the Tampa district operates in compliance with the direction of Lottery management and demonstrates an adequate system of internal controls that safeguard the assets and integrity of the Lottery. Our audit disclosed opportunities for improvement in the areas of opening and closing procedures, cash management, retailer applications, Americans with Disabilities Act evaluations, Merchandise Inventory Control System access and issuances, prize payments, security safeguards, and fleet management. To address the noted deficiencies, we made thirteen recommendations, which if implemented, will strengthen the internal control structure of the Tampa district.

20-1002, Performance Measures

Section 20.055, Florida Statutes, requires the OIG in each state agency to advise in the development of performance measures, standards, and procedures for the evaluation of state agency programs; assess the reliability and validity of the information provided by the state agency on performance measures and standards; and make recommendations for improvement, if necessary. The OIG conducted a review of the Lottery's performance measures found in the Long-Range Program Plan. We assessed the reliability and validity of the five performance measures and found them to be reliable and valid in all material respects.

20-1004, Data Exchange MOU

The Division of Security (Security) ensures the security and integrity of the Lottery's operations through the provision of services, including the protection of buildings and facilities, investigative activities, monitoring of game draws, and background investigations for vendors, retailers, and Lottery employees. In order to complete the background screenings and investigations, Security is permitted access to driver license and motor vehicle data through a Memorandum of Understanding (MOU) with the Department of Highway Safety and Motor Vehicles (DHSMV).

In response to a request by Security management, the OIG conducted a review of the data exchange MOU. The purpose of the engagement was to ensure the Lottery has control measures in place to protect the personal data from unauthorized access, distribution, use, modification, or disclosure. Through our review, we determined that Security has control measures in place to protect the personal data accessed through its MOU with DHSMV.

20-1008, Jackpot Triple Play Prize

The Lottery offers several draw games, including the Jackpot Triple Play. Jackpots for this draw game start at a minimum of \$500,000.00 and can roll over to up to \$2 million if there is no jackpot winner. According to Rule 53ER17-54 of Florida Administrative Code, Lottery district offices throughout the state can redeem winning tickets with a value of up to \$250,000 for the Jackpot Triple Play.



At the request of Lottery management, the OIG conducted a review of the Jackpot Triple Play, with a focus on the payment made to the top prize winner of the August 30, 2019 draw. The purpose of the engagement was to provide reasonable assurance that the Lottery's controls over prize payments are adequate to ensure that the Lottery is at all times paying the correct prize amounts to its winners. While the payment error was caught and the payment was made in full, the incident reinforced the need to have sufficient internal controls in place to reduce the likelihood of an event that could bring discredit to the Lottery. The review identified opportunities for improvement in the areas of exception coding, tracking of Top Prize payments, and policy/procedure. To address the deficiencies, we made three recommendations to assist in strengthening the internal controls for prize payments.

20-1009, Security Evidence Vault

The Security evidence vault is used to store evidence and property that is taken into custody by Security employees. Security is responsible for providing a secure storage facility and maintaining a system of documentation to track property from its receipt to its eventual disposition. In response to a request by Security management, the OIG conducted a review of the evidence vault located in the Forensic Laboratory. The purpose of our review was to verify the accuracy of property records against the property stored in the evidence vault. We found all items to be appropriately sealed and preserved, and properly reconciled to the property records.

20-1010, Investigative Funds

Security conducts compliance operations to ensure Florida Lottery retailers are properly handling, paying, and instructing players on winning and non-winning Lottery tickets. Security uses Information and Evidence (I&E) funds to conduct these compliance operations. The I&E funds may only be used for facilitating the procurement of or purchasing evidentiary items necessary for criminal or administrative prosecution.

The OIG conducted a review of I&E Funds to ensure they are managed effectively and consistently to safeguard the assets and integrity of the Lottery. During this review, we found that Security has adequate controls in place to effectively and consistently manage I&E funds. We made four recommendations that will improve efficiencies within Security in relation to I&E funds. Recommendations included enhancing their process to ensure required forms are complete and dated by all appropriate parties, updating procedures to include the quarterly and annual accounting of cash activities, and amending the Post-Operational Checklist.



20-2001, Internal Follow-Up

Internal audit standards require the establishment and maintenance of a system to monitor the disposition of results communicated to management to ensure management actions have been effectively implemented or that senior management has accepted the risk of not taking action. The OIG conducted an internal follow-up review during the first half of the 2019-20 fiscal year. The OIG reviewed the status of corrective action plans from eight internal audits and reviews. Our review included follow-up of 15 findings and 28 recommendations. We verified the completion of 7 recommendations, which resulted in closure of 4 findings.

20-2003, Internal Follow-Up

The OIG conducted another internal follow-up review during the second half of the 2019-20 fiscal year. The OIG reviewed the status of corrective action plans from eight internal audits and reviews. Our review included follow-up of 19 findings and 38 recommendations. We verified the completion of 10 recommendations, which resulted in closure of 4 findings. We will continue to follow up on the outstanding recommendations until all corrective actions have been completed.

AUDIT RESPONSE COORDINATION AND FOLLOW-UP

The OIG provides a single point of contact for external agencies that audit the Lottery. This is done to ensure effective coordination and cooperation between the Lottery and the Office of the Auditor General, OPPAGA, and other governmental bodies, and to minimize duplication of effort. We coordinate information requests and responses and assist in scheduling meetings for these entities. We provide coordination of the Lottery’s formal responses to preliminary and tentative findings issued by the Office of the Auditor General, OPPAGA, Department of Financial Services, and other oversight agencies. We also coordinate the six-month response on the status of corrective actions taken by the Lottery on any audit findings and recommendations issued by the Office of the Auditor General or OPPAGA. A written report on the status is provided to the Chief Inspector General and the Joint Legislative Auditing Committee. During the 2019-20 fiscal year, we coordinated the following external engagements and follow-ups:



OFFICE OF THE AUDITOR GENERAL	
2020-011	SIX-MONTH STATUS: ADVERTISING AND SPONSORSHIP AND SELECTED ADMINISTRATIVE ACTIVITIES
2020-086	FINANCIAL AUDIT FOR THE FISCAL YEARS ENDED JUNE 30, 2019, AND 2018
2020-086	SIX-MONTH STATUS: FINANCIAL AUDIT FOR THE FISCAL YEARS ENDED JUNE 30, 2019, AND 2018
OFFICE OF PROGRAM POLICY ANALYSIS AND GOVERNMENT ACCOUNTABILITY	
19-03	18-MONTH STATUS: REVIEW OF THE FLORIDA LOTTERY, 2018
20-03	REVIEW OF THE FLORIDA LOTTERY, 2019
20-03	SIX-MONTH STATUS: REVIEW OF THE FLORIDA LOTTERY, 2019
DELEHANTY CONSULTING LLC	
N/A	12-MONTH STATUS: COMPREHENSIVE STUDY AND EVALUATION OF LOTTERY SECURITY (2018)
N/A	COMPREHENSIVE STUDY AND EVALUATION OF LOTTERY SECURITY (2020)

REVIEW OF CORRECTIVE ACTIONS FOR PRIOR YEAR AUDITS

Section 20.055(8)(c), Florida Statutes, requires the identification of each significant recommendation described in previous annual reports on which corrective action has not yet been completed. There have been no significant recommendations described in previous annual reports for which corrective actions have not been implemented.

RISK ASSESSMENT AND AUDIT PLAN

Section 20.055, Florida Statutes, requires the Inspector General to develop long-term and annual audit plans based on periodic risk assessments of the Lottery. This helps ensure the OIG is responsive to management concerns and that those activities judged to have the greatest risks are identified and scheduled for review.

The risk assessment included identifying programs and activities administered by the Lottery and evaluating each activity based on indicators of risk exposure, or risk factors. Each program or activity was given a score for the seven risk factors: financial impact, internal control and risk management, operation complexity, public perception, change in operations/systems, audit coverage, and management concerns. The risk assessment included administration of a risk assessment survey to Lottery management, and meetings with executive management to discuss enterprise risk exposures and internal controls.

Using the results from these efforts and our professional judgment, we developed the audit plan for the 2020-21 fiscal year. The audit plan provides the most effective coverage of the Lottery's programs and processes, while optimizing the use of internal audit resources. At the request of the Chief Inspector General, we have dedicated 200 audit hours to enterprise projects, which address administrative issues common to most agencies. The annual audit plan was approved by the Lottery Chief of Staff and submitted to the Office of the Chief Inspector General and the Auditor General. The audit plan is subject to change as Lottery priorities change and new risks are identified. During the 2020-21 fiscal year, audit resources will be allocated to the following engagements:

2020-21 Audit Plan

Division/Office	Project
Finance	Agency Travel - carryover
Operations	Gaming System Implementation - carryover
Support Services	Fleet Management - carryover
Department-wide	Records Retention - carryover
Operations	Evaluation of Infrastructure - carryover
Department Wide	Performance Measures

Finance	Internal Control Assessment
Sales/Games Administration	Promotional Tickets
Security	Internal Control and Data Security
Claims Processing	Prize Payment Process
Sales	District Offices
Operations/ISM	System Access and User Privileges
Security	Evidence Vault
Chief Inspector General	Enterprise Projects

INVESTIGATIONS

The OIG works to deter, detect, and investigate allegations of fraud, waste, abuse, or employee misconduct impacting the Lottery. The OIG receives inquiries or complaints regarding Departmental activity from many sources, including the Whistle-blower’s Hotline, the Florida Department of Financial Services’ Get Lean Hotline, the Chief Inspector General’s Office, an online complaint form on the OIG’s website, the Executive Office of the Governor, letters, telephone calls, and e-mails.



Investigation Responsibilities of the OIG include:

- Receive complaints and coordinate all activities of the agency as required by the Whistle-blower's Act pursuant to Section 112.3187 – 112.31895, Florida Statutes;
- Receive and consider complaints that do not meet the criteria for an investigation under the Whistle-blower's Act and conduct, supervise, or coordinate such inquiries, investigations, or reviews as the Inspector General deems appropriate;
- Report expeditiously to the Florida Department of Law Enforcement or other law enforcement agencies, as appropriate, whenever the Inspector General has reasonable grounds to believe there has been a violation of criminal law;
- Conduct investigations and other inquiries free of actual or perceived impairment to the independence of the Inspector General or the Inspector General's office. This shall include freedom from any interference with investigations and timely access to records and other sources of information; and

- Submit in a timely fashion, final reports on investigations conducted by the Inspector General to the agency head, except for Whistle-blower's investigations, which shall be conducted and reported pursuant to Section 112.3189, Florida Statutes.

Investigations are conducted in accordance with quality and quantitative standards as set forth in the *Principles and Standards for Offices of Inspector General* published by the Association of Inspectors General and the *Florida Inspectors General Standards Manual* published by the Commission for Florida Law Enforcement Accreditation. If suspicion of potential criminal activity is discovered, it is referred to the appropriate law enforcement agency. The OIG coordinates with law enforcement on any criminal investigation, while ensuring that issues of an internal nature are addressed administratively.



During fiscal year 2019-20, the OIG completed four internal investigations, processed 208 complaints, and conducted activities related to maintaining the Commission for Law Enforcement Accreditation.

COMPLAINTS

The OIG received 208 complaints during fiscal year 2019-20. OIG staff responded to each complainant as appropriate and referred 140 complaints to Lottery management for proper handling. Seven complaints resulted in the OIG initiating an investigation.

COMPLETED INVESTIGATIONS

During the 2019-20 fiscal year, the OIG completed four investigations. A synopsis of those investigations is provided below.

20-4004, Hostile Work Environment

The OIG received a complaint alleging that a Security manager was creating a hostile work environment and was negligent and unprofessional in the midst of a medical emergency. The allegations of negligence and conduct unbecoming a public employee were substantiated. It was recommended that management take appropriate action as they deemed necessary regarding this issue.

20-4005, Harassment

The OIG received a complaint alleging sexual harassment and hostile work environment by a Claims Processing supervisor. The allegations of sexual harassment and hostile work environment were substantiated. The OIG recommended management take appropriate action as they deem necessary to improve the work climate in Claims Processing.

20-4007, Pensacola District Employee

The OIG received a complaint alleging a Lottery employee displayed inappropriate behavior that could harm the Lottery's reputation; scanned a Lottery scratch-off ticket without the player present; and contacted potential witnesses and discussed the confidential investigation with coworkers. All three allegations were substantiated. The OIG recommended management take appropriate action as they deem necessary.

20-4008, LOTTO® XTRA Multiplier

The OIG received a complaint alleging a Security employee failed to follow procedures during the drawing of a multiplier number. The allegation of failure to follow procedures was substantiated. The investigation resulted in incidental findings relating to the Draw Management Standard Operating Procedures, the draw recording system, and procedure violation by a Special Agent Supervisor. The OIG recommended management take appropriate action as they deem necessary, enhance the Draw Management Standard Operating Procedures, and consider testing Security employees prior to certifying them as draw managers.

ACCREDITATION

Accreditation programs have long been recognized as a means of maintaining and verifying the highest standards. Accreditation is the certification by an independent reviewing authority that an entity has met specific requirements and prescribed standards. In 2009, the Commission for Florida Law Enforcement Accreditation (CFA) expanded its program to include Inspectors General offices. The CFA establishes standards, manages accreditation programs, and grants accreditation to Offices of Inspectors General that adhere to the established standards. The Florida Lottery OIG was the fourth IG office in the state to receive this accreditation status and was first accredited by the CFA in 2010.



The accreditation remains in effect for three years, at which point state assessors complete a reaccreditation review of the OIG. The OIG was reaccredited for the third time in October 2019. OIG staff regularly conduct activities to ensure ongoing compliance with accreditation requirements. Activities relating to this effort include:

- Conduct annual reviews to ensure continued compliance with the standards and the Investigations Manual. This includes a full review of all complaints and investigations and supporting documentation.
- Provide assistance to other agencies with their accreditation process. On several occasions, OIG staff provided guidance and relevant materials to other agencies to support them in their accreditation efforts.

- Attend Accreditation Manager meetings to discuss current and future issues regarding accreditation requirements.
- Revise the OIG Investigations Manual to comply with changes in CFA standards.
- Ensure OIG staff submit annual independence attestations and meet annual training requirements for CFA standards.
- Complete the CFA Annual Report.

OVERSIGHT ACTIVITIES

The OIG participates in numerous activities that are classified as oversight. This includes internal quality assessments, OIG work plans, OIG annual reports, and other internal/external assistance activities. OIG staff proactively monitor certain Lottery activities and review patterns to determine if additional action is warranted. During fiscal year 2019-20, the OIG performed the following oversight activities.

COMPUTER SECURITY INCIDENT RESPONSE TEAM

The Computer Security Incident Response Team (CSIRT) responds to suspected computer security incidents by identifying and controlling incidents, notifying designated CSIRT responders, and reporting findings to Lottery management. The OIG is a core member of the CSIRT team for the Lottery. The OIG attends CSIRT meetings scheduled by the Director of Information Security Management to review and provide input to management on policies and procedures.

RETAILER INTEGRITY PROGRAM

Throughout fiscal year 2019-20, the OIG provided administrative support, research, and consulting activities. The IG serves as an advisor to the Retailer Integrity Program.

LOTTERY DRAWINGS

The facility where Lottery drawings are conducted requires a dual-control environment, necessitating Division of Security staff and audit staff be present during any required maintenance and other activities. OIG staff fulfills this role as needed. Additionally, the OIG is notified of any draw discrepancies. We monitor these discrepancies and perform additional reviews when necessary.

OTHER OIG ACTIVITIES

CHIEF AUDIT EXECUTIVE ROUNDTABLE

The Director of Internal Audit participates in the Chief Audit Executive Roundtable. The mission of the Chief Audit Executive Roundtable is to promote the effective and efficient use of internal audit resources toward accountability, productivity, and enhancement of management control over operations. The Roundtable is a voluntary group composed of representatives (primarily Audit Directors) from local companies and organizations, state agencies, and institutions of higher education with an internal audit function.

OIG NEWSLETTER

The OIG published semiannual OIG Newsletters in fiscal year 2019-20 to inform Lottery employees of OIG processes and remind them of the importance of recognizing and reporting fraud. The December 2019 newsletter focused on security, to include facility security and the security of data and information resources. This newsletter also addressed the work environment, encouraging positivity, collaboration, and teamwork. The June 2020 newsletter focused on fraud to include emerging trends in fraud and threats that have risen during the COVID-19 pandemic. This newsletter also provided information on the importance of ensuring contract compliance in order to help reduce the risk of fraud. The goal of the newsletters is to keep employees better informed and to seek a reduction in fraud, waste, abuse, and irregularities within the Lottery.

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