

OFFICE OF INSPECTOR GENERAL CITY OF JACKSONVILLE



REPORT OF MANAGEMENT REVIEW

COMPUTER DATABASE ACCESS RELATED TO
INDEPENDENT AUTHORITIES AND AGENCIES AND
COJ DEPARTMENTS

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“Enhancing Public Trust in Government Through Independent and Responsible Oversight”

EXECUTIVE SUMMARY

The Office of Inspector General (OIG) received information from the Council Auditor's Office (CAO) regarding network security issues. Information gleaned from CAO audits revealed procedural deficiencies in deactivating computer user access for departing employees. The problem was specifically noted regarding internal specialty databases and stand-alone databases.

The OIG initiated a management review and requested relevant records for Fiscal Year 2021/2022 from the Independent Agencies and Authorities, Constitutional Officers, and City of Jacksonville (COJ) Departments. To ensure they have existing policies and procedures related to the removal of computer access by departing employees, specifically to internal specialty databases and stand-alone databases.

In addition, the OIG requested the Independent Agencies and Authorities, Constitutional Officers, and COJ Departments to conduct a review of their current payroll database to determine if former employees maintained any computer access rights and inform the OIG of any known instances of access to databases or other department data by former employees.

The management review identified potential areas of concern that can be remedied with appropriate internal controls.

ISSUE AND FINDING

Issues:

Whether policies and procedures exist related to the removal of computer access by departing employees, specifically to specialty databases and stand-alone databases.

Upon review of payroll rosters, have any former employees maintained any computer access rights?

Have there been any known instances of access to databases or other department data by former employees?

Finding:

The following issues and areas of improvements were identified:

- Independent Authorities and Agencies review of their payroll database revealed one active account. However, the former employee has not logged into the system after their separation date.
- COJ Departments did not have existing written policies and procedures specifically related to specialty databases and stand-alone databases.
- COJ Departments review of their payroll database revealed some former employees continued to have credentialed accounts to some systems after they ended their employment.

Independent Authorities and Agencies Records

The OIG reviewed records provided by the following Independent Authorities and Agencies and Constitutional Officers: Jacksonville Aviation Authority (JAA), Jacksonville Port Authority (JAXPORT), Jacksonville Electric Authority (JEA), Jacksonville Housing Authority (JHA), Jacksonville Sheriff's Office (JSO), Jacksonville Transportation Authority (JTA), Duval County Public School (DCPS), Downtown Investment Authority (DIA), and Police and Fire Pension Fund (PFPF).

The review revealed one Independent Agency had one former employee with an active account. Investigation revealed the former employee turned in their computer equipment prior to separation but the account was not deactivated timely. The former employee had not logged into the Independent Agency system, and because of the review initiated by the OIG, the former employee's active account was deactivated.

The Independent Agencies and Authorities reported there had not been any known instances of access to databases or other department data by former employees.

COJ Departments and Constitutional Officers Records

The OIG reviewed records provided by the following COJ Departments and Constitutional Officers: Clerk of Courts, Employee Services, Office of Ethics, Compliance, and Oversight, Finance and Administration, Jacksonville Fire and Rescue, Jacksonville Human Rights Commission, Kids Hope Alliance, Library, Military and Veterans Affairs, Neighborhoods, Office of Economic Development, Office of General Counsel, Parks, Recreation, and Community Services, Planning and Development, Duval County Property Appraiser, Public Works, Tax Collector, and Supervisor of Elections.

The review revealed two COJ Department's did not have a written policy specifically related to the removal of access to specialty or stand-alone databases not supported by ITD.

The review conducted by COJ Department's current payroll database revealed two COJ Departments in which former employees had active accounts. One COJ Department had former employees with active credentialed accounts and based on those findings, the Department's *New Hire, Transfer, and Separation Checklist* was updated to require supervisors to remove or decommission the logins and credentials for all job specific or departmental software, databases, and other systems when an employee retires, resigns, or otherwise leaves the Department. Because of the review initiated by the OIG, the former employees' active credentialed accounts were deactivated. The other COJ Department identified former employees with active accounts on 14 different systems/databases, some which were related to infrastructural systems. Based on those findings, the Department will implement a department policy and procedure that will include steps to take appropriate action to remove departing employees in a timely manner after completions of the Separation Notification required by Employee Services.

COJ Departments reported there had not been any known instances of access to databases or other department data by former employees.

RECOMMENDED CORRECTIVE ACTIONS

The OIG recommends Constitutional Officers, COJ Departments, and Independent Authorities and Agencies:

- Ensure relevant policies and practices are being followed and, if not incorporated already, ensure stand-alone databases are audited regularly to ensure no former employees continue to have access rights.
- If not incorporated already, generate a written internal policy or practice related to the removal of access to specialty or stand-alone databases not supported by ITD and ensure stand-alone databases are regularly audited to prevent unauthorized access rights.

INSPECTOR GENERAL STANDARDS

This Management Review has been conducted in accordance with the ASSOCIATION OF INSPECTORS GENERAL Principles & Quality Standards for Investigations.