AccessDMV Online Application

February 21, 2001 to October 31, 2001

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The Honorable Donald T. DiFrancesco
President of the Senate

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Executive Director
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Enclosed is our report on the audit of the AccessDMV Online Application for the period February 21, 2001 to October 31, 2001.

If you would like a personal briefing, please call me at (609) 292-3700.

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AccessDMV Online Application

Scope

We have completed an audit of the AccessDMV online application for the period February 21, 2001 to October 31, 2001. Our audit evaluated application controls involved in the processing of selected DMV transactions.

AccessDMV is an Internet and Interactive Voice Response (IVR) application which was developed to provide the citizens of New Jersey the ability to perform selected motor vehicle transactions. Using a computer or IVR, individuals can renew their vehicle registration, order special plates, change their mailing address at renewal time, and make payments with a credit card. IBM was awarded the initial contract to administer the application. In the first phase of AccessDMV operations, the system processed 707,737 registrations, 5,936 special plates, and 33,641 address changes, with total sales of $32 million.

Objectives

The objectives of our audit were to determine the adequacy of application controls in place for protection of data during transmission and storage, and for provision of accurate processing of transactions.

This audit was conducted pursuant to the State Auditor’s responsibilities as set forth in Article VII, Section 1, Paragraph 6 of the State Constitution and Title 52 of the New Jersey Statutes.

Methodology

Our audit was conducted in accordance with Government Auditing Standards issued by the Comptroller General of the United States. Additional guidance for the conduct of the audit was provided by Assessing the Reliability of Computer-Processed Data issued by the United States General Accounting Office and Auditing Computer Applications issued by Auerbach.
In preparation for our testing, we studied contracts, operation plans and support guides, programs, and flow charts. Provisions that we considered significant were documented and compliance with those requirements was verified by interview, observation, and through our testing of the web controls and content.

Conclusions

Our review disclosed that application controls in place relating to the protection of data and the processing of vehicle registrations are adequate.