EXECUTIVE SUMMARY

OFFICE OF INFORMATION TECHNOLOGY
ENTERPRISE DATA WAREHOUSE
October 2, 2017 to August 31, 2018

We found that controls existed to protect the confidentiality, integrity, and reliability of the data in the areas of the Office of Information Technology (OIT), Enterprise Data Warehouse (EDW) included in the scope of the audit. In the area of data integrity, our testing did not identify a specific instance where we determined that the data in the OIT EDW were not accurate, complete, and timely; however, the results of our testing indicate there is a risk that an error affecting the accuracy, completeness, and timeliness of the data would not be detected before impacting the data available to end-users.

AUDIT HIGHLIGHTS

- Our audit disclosed reportable conditions deemed confidential in nature. These conditions were communicated in a confidential management letter provided to agency management only. The findings and recommendations contained in the management letter are subject to the Office of the State Auditor's compliance process as required by N.J.S.A. 52:24-4.

- Controls in the data integrity process designed to ensure accurate, complete, and current data in the Enterprise Data Warehouse need improvement. We tested all of the data integrity controls asserted by the OIT, and found issues in multiple areas. Although our testing did not identify a specific instance where we determined that data in the EDW were not accurate, complete, and timely, the results of our testing indicate there is a risk that an error affecting the accuracy, completeness, and timeliness of the data would not be detected before impacting the data available to end-users. This conclusion was based on the following three areas of concern:

  1) <u>Lack of regular and complete data reconciliations</u>: Our audit found that 29 percent of all the possible data integrity checks tested over 15 days either could not be performed because of a lack of necessary data, errors during the manual reconciliation process, or other reasons.

  2) <u>Lack of source system reconciliations</u>: For the four applications whose data was included in the scope of our audit, we found that reconciliations between the source system data and the data in the corresponding EDW destination were either not being performed or were inadequate.

  3) <u>Incorrect, missing, or undelivered notifications in the process</u>: We found that some notifications used in the extract, transform, and load process either contained incorrect data, were not delivered to appropriate staff, or were not properly programmed to be sent.

AUDITEE RESPONSE

The agency generally concurs with our findings and recommendations.

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