EXECUTIVE SUMMARY

DEPARTMENT OF LABOR AND WORKFORCE DEVELOPMENT
LOCAL OFFICE ONLINE PAYMENT SYSTEM (LOOPS)

We found that general and application controls were adequate for charge management, system backup and recovery, and data integrity. However, general and application controls for contingency planning and disaster recovery and system security require improvement.

AUDIT HIGHLIGHTS

• The department has drafted a business continuity plan which includes LOOPS; however, it has not been finalized and approved. In addition, testing has been limited to tabletop exercises and no comprehensive disaster recovery test has been performed on LOOPS. Periodic and thorough testing is essential in determining whether a disaster recovery plan will function as intended in an emergency situation.

• The department is not effectively monitoring user access to the LOOPS application. Access to LOOPS for separated employees is not suspended or deleted in a timely manner. We found 18 separated employees still had access 5 months after their separation. Failure to have adequate access controls can diminish the reliability of computerized data.

AUDITEE RESPONSE

The department concurs with our findings and recommendations.

For the complete audit report, click here.