

# Facilities Asset Protection

Internal Audit Report  
March 9, 2020



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# Table of Contents

	Page Number
EXECUTIVE SUMMARY	1
BACKGROUND	2
OBJECTIVES, SCOPE, AND METHODOLOGY	3
COMMENDATION	4
RESULTS AND RECOMMENDATIONS	5

## **EXECUTIVE SUMMARY**

### **Why We Did This Audit**

This is a planned engagement derived from the annual audit risk assessment process.

Our objectives were to evaluate whether the Facilities Asset Protection department was operating effectively, efficiently, in accordance with applicable laws, regulations, district policies, procedures, and with appropriate internal controls.

This audit was included in the 2018-2019 Annual Audit Plan.

### **Observations and Conclusion**

Our overall evaluation is that the Facilities Asset Protection Department is functioning effectively, efficiently, generally in compliance with applicable laws, regulations, district policies, procedures, and with appropriate internal controls.

We commend the department for implementing an equipment reuse program that reduces service call response times and operating costs.

### **Results and Recommendations**

We analyzed the types of service requests during the audit period and the average response times.

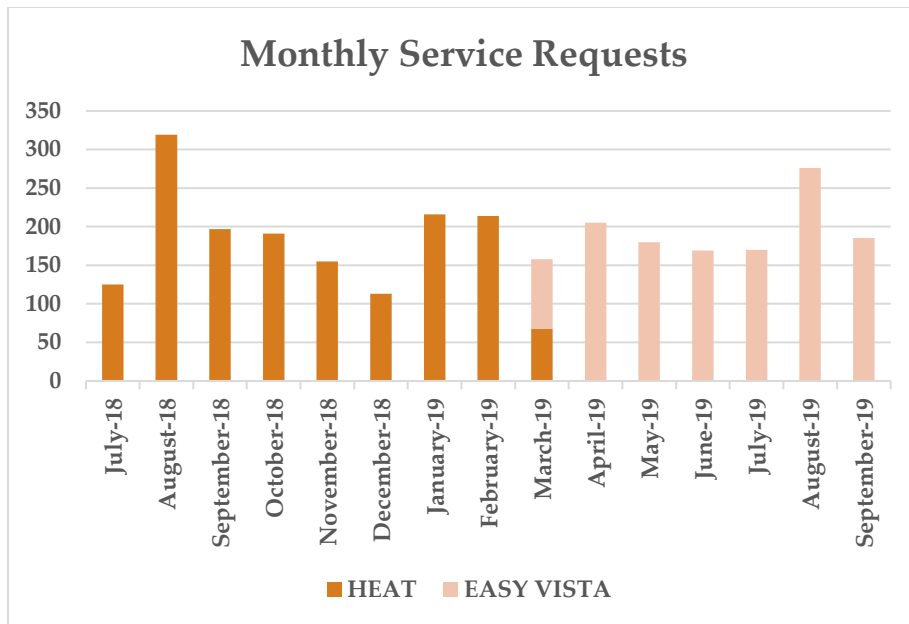
We also reviewed camera system access lists maintained by the District Police Department and recommended continued diligence in managing these access privileges through periodic reviews and reminders to site administrators.

This report has been discussed with management and they have prepared their response which follows.

**BACKGROUND:**

The Facilities Asset Protection Department was established in October, 2017 to provide installation, service and maintenance of asset protection systems requested for all District locations. It coordinates with District Police and Local Law Enforcement School Resource Officers to assess school safety and implement security measures. The Department assists with the design, review, installation and service of security systems to protect students, employees, visitors and district facilities. These systems include: intrusion alarms, video intercom, duress devices, surveillance cameras and card access readers. In the past, schools and work locations submitted service and project requests using the HEAT ticket system. As of March 2019, service and project requests are submitted using the Easy Vista ticket system. During July 2018 through March 2019, there were 1,598 HEAT ticket requests and from March 2019 through September 2019, there were 1,275 Easy Vista ticket requests (See Chart below for monthly request volume). The Department also administers special projects requests relating to camera upgrades.

*The Department assists with the design, review, installation and service of security systems to protect students, employees, visitors and district facilities.*



**OBJECTIVES, SCOPE AND METHODOLOGY:**

**Objectives**

Our objectives were to evaluate whether the Facilities Asset Protection department was operating effectively, efficiently, in accordance with applicable laws, regulations, district policies, procedures, and with appropriate internal controls. Accordingly we:

- Determined whether department processes and procedures were established and implemented.
- Determined whether service and projects requests were completed in a reasonable time and the work was supported with adequate documentation.
- Determined whether department personnel were monitoring contracts and agreements for compliance.
- Determined whether property inventory controls were adequate.
- Determined whether sensitive data/files were adequately safeguarded.

**Scope**

The scope of the audit included department operations and activities during the period from July 1, 2018 through September 30, 2019.

**Methodology**

Our methodology included:

- Reviewing Department procedures.
- Reviewing the Florida Department of Education Marjory Stoneman Douglas School Public Safety Act.
- Examining service request, project and special project documentation.
- Analyzing ticket response times and supporting documentation.
- Reviewing and observing property inventory controls.
- Verifying system files are adequately safeguarded and only appropriate users have camera viewing access.
- Comparing invoices with contract prices.
- Conducting interviews with management.

*Our scope included department operations and activities during the period from July 1, 2018 through September 30, 2019.*

## Facilities Asset Protection Internal Audit Report

From the population of 1,598 HEAT tickets and 1,275 Easy Vista tickets during the audit period, we selected a sample of 70 tickets. We developed our ticket test criteria by reviewing the department's process and procedures manual and through interviews with management.

Our audit was conducted in accordance with the *International Standards for the Professional Practice of Internal Auditing* of the Institute of Internal Auditors and included such procedures as deemed necessary to provide reasonable assurance regarding the audit objective. Internal Auditing is an independent, objective assurance and consulting activity designed to add value and improve an organization's operations. It helps an organization accomplish its objectives by bringing a systematic, disciplined approach to evaluate and improve the effectiveness of risk management, control, and governance processes.

We are required to note any material deficiencies in accordance with Florida Statutes, School Board Policy and sound business practices. We also offer suggestions to improve controls or operational efficiency and effectiveness.

### **COMMENDATION:**

The department has implemented an equipment reuse program that reduces service call response times and operating costs by not having to purchase parts for service and repair. Equipment is removed from campuses of schools that are scheduled to be replaced by new construction. The equipment (cameras, card readers, electric door hinges/strikes, power supplies, control panels, video recorders, door contacts and keypads) is sorted and evaluated. Some equipment is sent to Surplus and some is cleaned, tested and inventoried for future use in service to campuses.

*We sampled 70 service requests tickets for detailed testing.*

*This audit was conducted in accordance with the International Standards for the Professional Practice of Internal Auditing.*

*Equipment is salvaged and reused to reduce service response times and costs.*

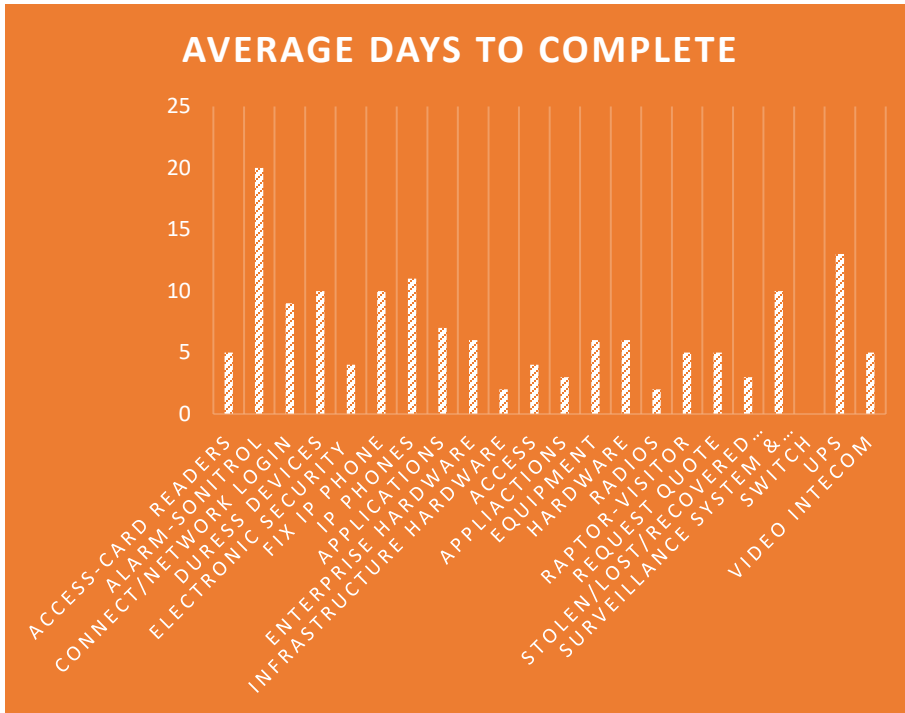
**RESULTS & RECOMMENDATIONS:**

Our overall conclusion is the Facilities Asset Protection Department is functioning effectively, efficiently, generally in compliance with laws, regulations, and district policies, procedures, and with appropriate internal controls.

We analyzed Easy Vista ticket requests response times by comparing the creation date and solution date and noted average days to complete were reasonable and supporting documentation was available. HEAT ticket requests response times could not be analyzed since the solution dates were not documented due to reorganization.

TYPE OF SERVICE REQUEST	AVERAGE DAYS TO COMPLETE	NUMBER OF TICKET REQUESTS
Access Control (Card Readers)	5	366
Alarm Systems (Sonitrol)	20	307
Can't Connect/Login to Network (Camera)	9	2
Duress Devices	10	72
Electronic Security (Camera & Card Reader)	4	9
Fix IP Phone (Phones, Camera & VIC)	10	11
IP Phones (Phones, Camera & VIC)	11	8
Other (Applications) - Camera	7	1
Other (Enterprise Hardware) - Camera	6	4
Other (Infrastructure Hardware) - Camera	2	1
Other Access (Camera & Card Reader)	4	23
Other Applications (Camera & Card Reader)	3	4
Other Equipment (Camera, Duress, Card)	6	15
Other Hardware (Camera, Duress, Card Reader)	6	25
Radios	2	3
Raptor (Visitor)	5	3
Request a Quote (Camera & Card Reader)	5	4
Stolen/Lost or Recovered Electronic Device (Card Reader)	3	1
Surveillance System and Cameras	10	318
Switch	0	1
Uninterrupted Power Supply (Camera)	13	1
Video Intercom (VIC)	5	96

*We analyzed service request types and response times.*



*Most service requests took nine days or less to complete.*

Five tasks took the department 10 to 20 days to complete. (Alarm systems, Uninterrupted Power Supply, IP phones, Surveillance Systems/Cameras and Duress Devices). All other assigned tasks took nine days or less.

The District Police Department provided us the camera viewing access list and a cursory review disclosed inactive employees still having access. We inquired about the potential risk and were told that inactive employees are not a concern since inactive employees are removed from the Active Directory and are no longer able to log on to the network for camera access. We also inquired about non-administrative personnel having access and the department confirmed that access to camera viewing is periodically monitored but they defer to each site administrator’s judgment regarding who should have access to camera viewing on campus.

We recommend continued diligence in managing these access privileges through periodic reviews of the list and reminders to site administrators.

*We observed inactive employees on the camera access list but we were told this is not a concern.*



**Facilities Asset Protection  
Internal Audit Report**

We would like to thank the staff and management of the Facilities Asset Protection Department for their assistance and cooperation during the audit.



<b>Department / School Name</b>	<b>District Police</b>
<b>Administrator / Department Head</b>	<b>Bryan Holmes</b>
<b>Cabinet Official / Area Superintendent</b>	<b>Roberto Pacheco</b>

<b>Audit Result / Recommendation</b>	<b>Management Response Acknowledgement/ Agreement of Condition</b>	<b>Responsible Person (Name &amp; Title) And Target Completion Date</b>	<b>Management's Action Plan</b>
<p>Camera viewing access lists include inactive employees and non-administrative employees.</p> <p>The audit recommendation is that District Police practice continued diligence in managing these access privileges through periodic reviews of the access lists and reminders to site administrators.</p>	<p>Management concurs with the audit recommendation. The Electronic Security Systems Unit of the District Police will expand the control of access privileges.</p>	<p>Javier Soto            Manager, Enterprise Security Systems Unit, quarterly management audit, effective date: 06/2020</p>	<ul style="list-style-type: none"> <li>• Continue to provide security camera viewing access to administrators, SRO's, and authorized vendors.</li> <li>• Create and maintain a spreadsheet of authorized personnel with access to the security cameras at their site or sites.</li> <li>• Contact school principals at the beginning of every school year to ensure the spreadsheet is accurate.</li> <li>• Update access information throughout the school year as principals and administrators make changes ensuring the spreadsheet is up to date.</li> <li>• Continue to conduct quarterly audits of authorized personnel with access to the security cameras.</li> <li>• Continue to monitor the "Active Directory" to ensure that the accounts of employees that</li> </ul>



			<p>have left the district have been automatically disabled from the security camera system.</p> <ul style="list-style-type: none"><li>• Ensure that classified and other non-administrative personnel requesting security camera access is submitted by their principal or authorized administrator by using the Easy Vista system.</li></ul>
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