

SUBMITTAL TO THE BOARD OF SUPERVISORS  
COUNTY OF RIVERSIDE, STATE OF CALIFORNIA



ITEM: 2.19  
(ID # 25796)

**MEETING DATE:**  
Tuesday, August 27, 2024

**FROM :** AUDITOR CONTROLLER

**SUBJECT:** AUDITOR-CONTROLLER: Internal Audit Report 2024-330: Riverside County Transportation and Land Management Agency, Follow-up Audit [District: All]; [\$0]

**RECOMMENDED MOTION:** That the Board of Supervisors:

1. Receive and file Internal Audit Report 2024-330: Transportation and Land Management Agency, Follow-up Audit

**ACTION:**Consent

*Ben J. Benoit*

Ben J. Benoit, COUNTY AUDITOR-CONTROLLER

8/14/2024

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**MINUTES OF THE BOARD OF SUPERVISORS**

On motion of Supervisor Perez, seconded by Supervisor Spiegel and duly carried by unanimous vote, IT WAS ORDERED that the above matter is received and filed as recommended.

Ayes: Jeffries, Spiegel, Washington, Perez and Gutierrez  
Nays: None  
Absent: None  
Date: August 27, 2024  
xc: Auditor Controller

Kimberly A. Rector  
Clerk of the Board

By: *Kimberly A. Rector*  
Deputy

**SUBMITTAL TO THE BOARD OF SUPERVISORS COUNTY OF RIVERSIDE,  
STATE OF CALIFORNIA**

<b>FINANCIAL DATA</b>	<b>Current Fiscal Year:</b>	<b>Next Fiscal Year:</b>	<b>Total Cost:</b>	<b>Ongoing Cost</b>
COST	\$ 0.0	\$ 0.0	\$ 0.0	\$ 0.0
NET COUNTY COST	\$ 0.0	\$ 0.0	\$ 0.0	\$ 0.0
<b>SOURCE OF FUNDS: N/A</b>			<b>Budget Adjustment: No</b>	
			<b>For Fiscal Year: N/A</b>	

**C.E.O. RECOMMENDATION:** Approve

**BACKGROUND:**

**Summary**

We completed a follow-up audit of the Riverside County Transportation and Land Management Agency. Our audit was limited to reviewing actions taken as of June 6, 2024, to correct findings noted in our original audit report 2023-018 dated July 11, 2023. The original audit report contained two recommendations, all of which required implementation to help correct the reported findings.

Based on the results of our audit, we found that of the two recommendations:

- One of the recommendations was not implemented.
- One of the recommendations was implemented.

For an in-depth understanding of the original audit, please refer to Internal Audit Report 2023-018 included as an attachment to this follow-up audit report, or it can also be found at <https://auditorcontroller.org/divisions/internal-audit/reports>.

**Impact on Citizens and Businesses**

Provide an assessment of internal controls over the audited areas.

**SUPPLEMENTAL:**

**Additional Fiscal Information**

Not applicable

**ATTACHMENTS:**

A: Riverside County Auditor-Controller - Internal Audit Report 2024-330: Riverside County Transportation and Land Management Agency, Follow-up Audit.



Office of Ben J. Benoit  
Riverside County Auditor-Controller

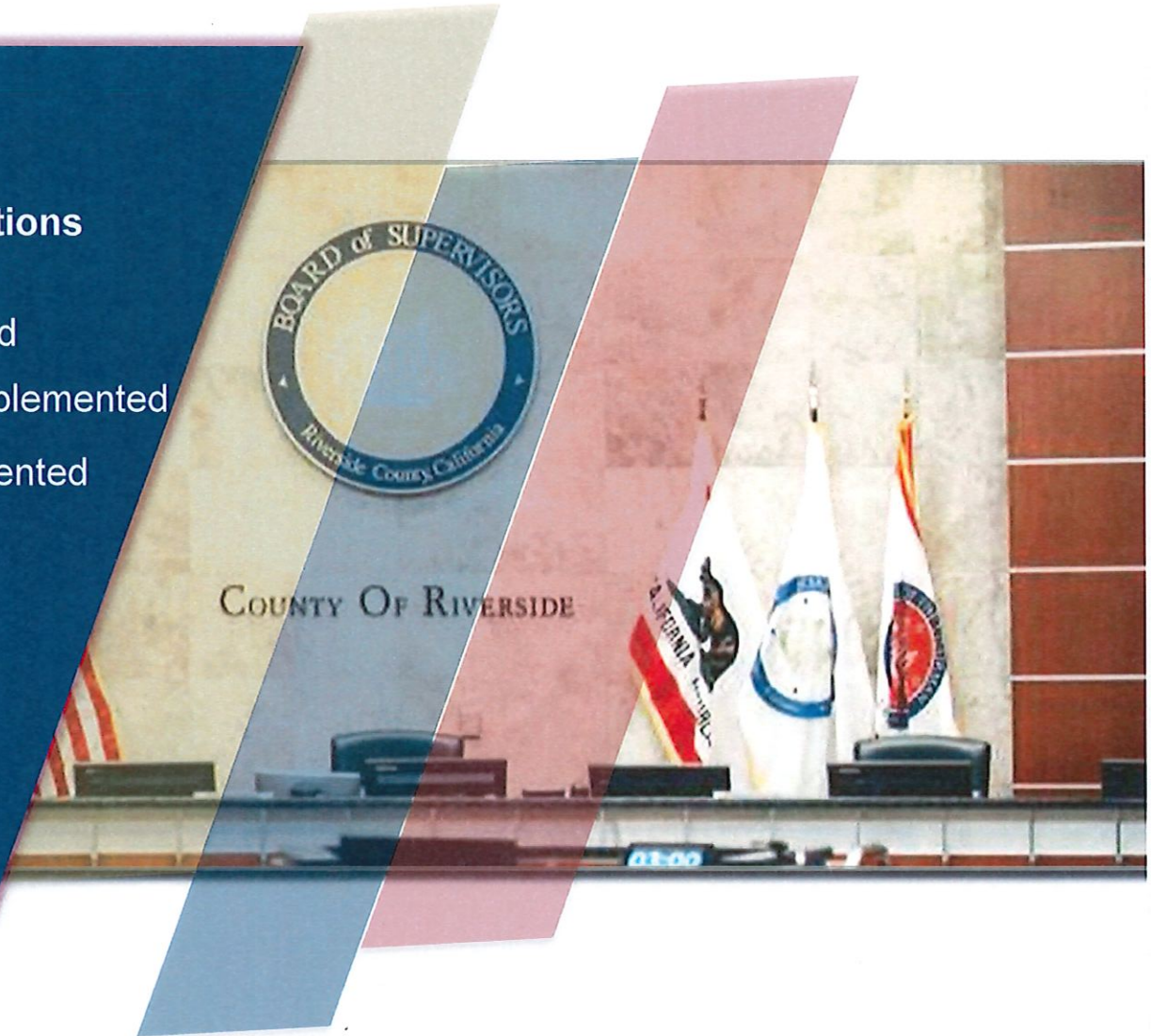
# Internal Audit Report

## 2024-330

### Follow-up

#### 2 Recommendations

- ✓ 1 Implemented
- ▶ 0 Partially Implemented
- ✗ 1 Not Implemented



Riverside County  
Transportation and Land Management Agency,  
Follow-up Audit

August 27, 2024



**COUNTY OF RIVERSIDE  
OFFICE OF THE AUDITOR-CONTROLLER**

**Ben J. Benoit, Auditor-Controller**  
Tanya S. Harris, DPA, CPA, Assistant Auditor-Controller

4080 Lemon Street, 11<sup>th</sup> Floor  
P.O. Box 1326  
Riverside, CA 92502-1326  
951-955-3800



August 27, 2024

Charissa Leach  
Assistant County Executive Officer  
Riverside County Transportation and Land Management Agency  
4080 Lemon Street, 14<sup>th</sup> Floor  
Riverside, CA 92501

**Subject: Internal Audit Report 2024-330: Riverside County Transportation and Land Management Agency, Follow-up Audit**

Dear Ms. Leach:

We completed the follow-up audit of the Riverside County Transportation and Land Management Agency (TLMA). Our audit was limited to reviewing actions taken as of June 6, 2024, to help correct the findings noted in our original audit report 2023-018 dated July 11, 2023.

We conducted our audit in accordance with the International Standards for the Professional Practice of Internal Auditing. These standards require that we plan and perform the audit to obtain reasonable assurance that our objective, as described in the preceding paragraph, is achieved. Additionally, the standards require that we conduct the audit to provide sufficient, reliable, and relevant evidence to achieve the audit objectives. We believe the audit provides a reasonable basis for our conclusion.

The original audit report contained two recommendations, all of which required implementation to help correct the reported findings. Based on the results of our audit, we found that of the two recommendations:

- One of the recommendations was not implemented.
- One of the recommendations was implemented.

Summary of the conditions from the original audit and the results of our review on the status of the implementation of the recommendations are provided in this report. For an in-depth understanding of the original audit, please refer to Internal Audit Report 2023-018 included as "Attachment A" of this audit report along with your department status letter as "Attachment B."



**Internal Audit Report 2024-330: Riverside County Transportation and Land Management Agency, Follow-up Audit**

You can also find the original audit report at <https://auditorcontroller.org/divisions/internal-audit/reports>.

We thank you and your staff for the help and cooperation. The assistance provided contributed significantly to the successful completion of this audit.

Ben J. Benoit  
Riverside County Auditor-Controller

By: René Casillas, CPA, CRMA  
Deputy Auditor-Controller

cc: Board of Supervisors  
Jeff A. Van Wagenen, County Executive Officer  
Dave Rogers, Chief Administrative Officer  
Juan Perez, Chief Operating Officer  
Grand Jury



**Internal Audit Report 2024-330: Riverside County Transportation and Land Management Agency, Follow-up Audit**

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B. Status of Findings as Reported by the Riverside County Transportation and Land Management Agency, Follow-up Audit on June 6, 2024	



## Internal Audit Report 2024-330: Riverside County Transportation and Land Management Agency, Follow-up Audit

### System Access Controls

#### Finding 1: Timely Termination of Active Directory Accounts

“Twelve out of 24 former employees (50%) did not have their Active Directory account termination requests created and approved in a timely manner (within 24 hours). The average time elapsed between employee separation and ticket approval was 88 days, with the longest taking 426 days for approval and the shortest taking 4 days. County of Riverside Information Security Standard v1.0, Section 4.1, *Account and Access Management*, states, ‘Accounts for terminated or transferred employees shall be disabled or removed on the day of termination or transfer.’ Agency employees did not have their Active Directory account termination requests created and approved timely upon separation from the department. Allowing user accounts to remain open after employment has ended exposes the department to risk where information maintained in the department can be continuously accessed by individuals who no longer have a right or need to know. Depending on the sensitivity of the information maintained by department systems, it can create administrative issues and have a financial impact if held liable.”

#### Recommendation 1.1

“Ensure compliance with County of Riverside Information Security Standard v1.0, Section 4.1, *Account and Access Management*, by creating and approving requests to disable Active Directory accounts within 24 hours of an employee’s separation from the department.”

#### Current Status 1.1: Not Implemented

Two out of eleven former employees (18%) did not have their Active Directory account termination requests created and approved in a timely manner (within 24 hours).

#### Management’s Response

“**Do not concur.** The department disagrees with the determination that the referenced policy was not implemented. Based on the Current Status section and the results of the representative sample audited, nine out of eleven employees (82%) did have their Active Directory account termination requests created within 24 hours from the termination date. The TLMA managers and supervisors strive to submit account termination requests to RCIT within 24 hours of the departure date of their employees. The delay associated with the termination processing request for one of the two employees referenced, was terminated on Friday 9/15/23 and request was submitted and approved on Monday 9/18/23. This was done within 24 hours but due to the weekend, it seems 24-hour timeline was not met. A termination request for the second employee was missed by three days. Furthermore, Managers and Supervisors were recently reminded to



## Internal Audit Report 2024-330: Riverside County Transportation and Land Management Agency, Follow-up Audit

follow the internal process per available guidelines and to continue striving for compliance with the referenced policy.”

### **Recommendation 1.2**

“Ensure personnel are properly trained on County of Riverside Information Security Standard v1.0, Section 4.1, *Account and Access Management*”

### **Current Status 1.2: Implemented**



**Internal Audit Report 2023-018**

**Riverside County  
Transportation and Land Management Agency  
Audit**

**Report Date: July 11, 2023**



**Ben J. Benoit  
Riverside County Auditor-Controller  
4080 Lemon Street, 11th Floor  
Riverside, CA 92509  
(951) 955-3800**

[www.auditorcontroller.org](http://www.auditorcontroller.org)



**COUNTY OF RIVERSIDE  
OFFICE OF THE  
AUDITOR-CONTROLLER**

County Administrative Center  
4080 Lemon Street, 11<sup>th</sup> Floor  
P.O. Box 1326  
Riverside, CA 92502-1326  
(951) 955-3800  
Fax (951) 955-3802



**Ben J. Benoit**  
Riverside County Auditor-Controller

**Tanya S. Harris, DPA, CPA**  
Assistant Auditor-Controller

July 11, 2023

Charissa Leach  
Assistant County Executive Officer  
Riverside County Transportation and Land Management Agency  
4080 Lemon Street, 9<sup>th</sup> Floor  
Riverside, CA 92501

**Subject: Internal Audit Report 2023-018: Riverside County Transportation and Land Management Agency Audit**

Dear Ms. Leach:

In accordance with Board of Supervisors Resolution 83-338, we audited Riverside County Transportation and Land Management Agency to provide management and the Board of Supervisors with an independent assessment of internal controls over information management (system access controls).

We conducted our audit in accordance with the International Standards for the Professional Practice of Internal Auditing. These standards require that we plan and perform the audit to obtain sufficient, reliable, relevant and useful information to provide reasonable assurance that our objective as described above is achieved. An internal audit includes the systematic analysis of information to evaluate and improve the effectiveness of internal controls. We believe this audit provides a reasonable basis for our conclusion.

Internal controls are processes designed to provide management reasonable assurance of achieving efficiency of operations, compliance with laws and regulations, and reliability of financial and non-financial information. Management is responsible for establishing and maintaining adequate internal controls. Our responsibility is to evaluate the internal controls.

Our conclusion and details of our audit are documented in the body of this audit report.

Internal Audit Report 2023-018: Riverside County Transportation and Land Management Agency Audit

As requested, in accordance with paragraph III.C of the Board of Supervisors Resolution 83-338, management responded to each reported condition and recommendation contained in our report. Management's responses are included in the report. We will follow-up to verify that management implemented the corrective actions.

We thank you and your staff for your help and cooperation. The assistance provided contributed significantly to the successful completion of this audit.



Ben J. Benoit  
Riverside County Auditor-Controller



By: René Casillas, CPA, CRMA  
Deputy Auditor-Controller

cc: Board of Supervisors  
Jeff A. Van Wagenen, Jr., County Executive Officer  
Dave Rogers, Chief Administrative Officer  
Grand Jury

Internal Audit Report 2023-018: Riverside County Transportation and Land Management Agency Audit

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Internal Audit Report 2023-018: Riverside County Transportation and Land Management Agency Audit

## Executive Summary

### Overview

Riverside County Transportation and Land Management Agency administration (Agency) provides executive management, purchasing facilities support services, human resources, fee administration, recordkeeping, information management, and fiscal business services to support the Transportation and Land Management Agency departments. Additionally, the Agency offers counter services, which provide in-person services with representatives from Transportation and Land Management Agency departments, such as Building and Safety, Planning, and Transportation.

The Agency has a recommended budget of \$31.3 million for FY 2023-24 and 157 recommended positions. *County of Riverside, Fiscal Year 2023-24 Recommended Budget Volume 1, 333.*

### Audit Objective

Our objective is to provide management and the Board of Supervisors with an independent assessment about the adequacy and effectiveness of internal controls over information management (system access controls). Internal controls are processes designed to provide management reasonable assurance of achieving efficiency of operations, compliance with laws and regulations, and reliability of financial and non-financial information. Reasonable assurance recognizes internal controls have inherent limitations, including cost, mistakes, and intentional efforts to bypass internal controls.

### Audit Scope and Methodology

We conducted the audit from March 27, 2023, through May 19, 2023, for operations from July 1, 2021, through May 4, 2023. Following a risk-based approach, our scope initially included the following:

- Business Continuity Plan
- Information Management (System Access Controls)
- Succession Planning

Through inquiry, observations, and limited examination of relevant documentation, it was determined through a risk assessment of the business continuity plan and

## Internal Audit Report 2023-018: Riverside County Transportation and Land Management Agency Audit

succession planning, that the risk exposure to the Agency associated with these processes are well mitigated with internal controls and are functioning as designed.

After discussion with Agency management, we determined the preliminary risk areas identified with information management were not applicable to the Agency's business processes. Therefore, our audit scope focused on internal controls over system access controls, which we classified as an element of information management.

### Audit Highlights

#### *Summary of Existing Conditions*

- Employees did not have their Active Directory account termination requests created and approved timely (within 24 hours) upon separation from the Agency. This exposes the department to risk where information maintained in the departments can be continuously accessed by individuals who no longer have a right or need to know.

#### *Summary of Improvement Opportunities*

- Ensure compliance with County of Riverside Information Security Standard v1.0, Section 4.1, *Account and Access Management*, by creating and approving requests to disable Active Directory accounts within 24 hours of an employee's separation from the department.
- Ensure personnel are properly trained on County of Riverside Information Security Standard v1.0, Section 4.1, *Account and Access Management*.

### Audit Conclusion

Based upon the results of our audit, we identified opportunities for improvement of internal controls relating to information management (system access controls).

Internal Audit Report 2023-018: Riverside County Transportation and Land Management Agency Audit

## Information Management (System Access Controls)

### Background

Information management is the practice of managing information as a valuable organizational asset, with the goal of maximizing its usefulness and minimizing risks associated with data loss, privacy breaches, and other information technology threats. Effective information management involves developing strategies for capturing, analyzing, and using information to support business objectives.

System access controls within information systems ensure proper confidentiality, integrity, and availability to the data stored within the system. Authentication is a control which confirms a user's identity to provide access to a systems sensitive information. Sensitive information is any information that must be protected from unauthorized access to maintain the information security of an organization or an individual. Authentication is often achieved by using login credentials such as a username and password. Authentication relies on the presumption that the user is authorized to use the system and that only the user knows the login credentials to gain access.

Active Directory is a directory service which allows Riverside County Information Technology (Information Technology) and the Agency to manage permissions and access to network resources, and linked data applications utilized by the department. When a user ends employment with the Agency, it is the department's responsibility to create and approve a help desk ticket to request the removal of the terminated employee's access rights to their Active Directory account. Once the ticket is approved by department personnel, Information Technology is notified to disable Active Directory to remove permissions and network access. These help desk tickets contain various workflow tasks such as disabling e-mail accounts, Active Directory, data/application systems access, badge access, reclaiming software licenses, and reclaiming any equipment that may have been issued to an employee. A help desk ticket is not closed until all tasks within have been completed by Information Technology personnel.

### Objective

To verify the existence and adequacy of internal controls over disabling Active Directory accounts upon employee separation from the department.

**Internal Audit Report 2023-018: Riverside County Transportation and Land Management Agency Audit**

**Audit Methodology**

To accomplish these objectives, we:

- Obtained an understanding of County of Riverside Information Security Standard v1.0.
- Interviewed key personnel regarding the department's employee access termination processes.
- Obtained a report from Information Technology that details Agency ticket creation and approval dates for disabling employee Active Directory accounts.
- Verified whether requests to disable Active Directory accounts were created and approved by Agency personnel within 24 hours of an employee's separation from the department.

**Finding 1: Timely Termination of Active Directory Accounts**

Twelve out of 24 former employees (50%) did not have their Active Directory account termination requests created and approved in a timely manner (within 24 hours). The average time elapsed between employee separation and ticket approval was 88 days, with the longest taking 426 days for approval and the shortest taking 4 days. County of Riverside Information Security Standard v1.0, Section 4.1, *Account and Access Management*, states, "Accounts for terminated or transferred employees shall be disabled or removed on the day of termination or transfer." Agency employees did not have their Active Directory account termination requests created and approved timely upon separation from the department. Allowing user accounts to remain open after employment has ended exposes the department to risk where information maintained in the department can be continuously accessed by individuals who no longer have a right or need to know. Depending on the sensitivity of the information maintained by department systems, it can create administrative issues and have a financial impact if held liable.



**Internal Audit Report 2023-018: Riverside County Transportation and Land Management Agency Audit**

**Recommendation 1.1**

Ensure compliance with County of Riverside Information Security Standard v1.0, Section 4.1, *Account and Access Management*, by creating and approving requests to disable Active Directory accounts within 24 hours of an employee's separation from the department.

**Management's Response**

"Concur. The average time elapsed is skewed due to a one-time circumstance and four instances due to long holiday weekends. We had kept the account open for Agency Director's Executive Assistant for 6 months. Then there was an issue syncing her contacts over to new EA, that delayed further efforts to submit access termination."

**Actual/Estimated Date of Corrective Action: Ongoing**

**Recommendation 1.2**

Ensure personnel are properly trained on County of Riverside Information Security Standard v1.0, Section 4.1, *Account and Access Management*.

**Management's Response**

"Concur. TLMA has improved departure processes to better capture account terminations upon separation for each department. This ensures ALL access is terminated. Upon establishment of the process, additional gaps were identified and corrected with ALL departments to further streamline our departure process and establish follow-up and reconciliation points as a form of checks and balances to ensure compliance.

Monthly and quarterly reconciliation report reviews ensure compliance and verify accounts are being disabled in a timely manner."

**Actual/Estimated Date of Corrective Action: Ongoing**