



**Mecklenburg County  
Department of Internal Audit**

Advantage Application Follow-Up Audit  
Report 1920

May 14, 2020

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**Internal Audit's Mission**

To support key stakeholders in cultivating an environment of accountability, transparency and good governance.

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**Internal Audit Contacts**

Joanne Prakapas, CPA, CIA, CFE, CFF, CRMA, Audit Director  
(980) 314-2889 or [joanne.prakapas@mecklenburgcountync.gov](mailto:joanne.prakapas@mecklenburgcountync.gov)

Christopher Waddell, CIA, CRMA, Audit Manager  
(980) 314-2888 or [christopher.waddell@mecklenburgcountync.gov](mailto:christopher.waddell@mecklenburgcountync.gov)

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**Staff Acknowledgements**

Deborah Caldwell, CIA, CISA, Information Technology Auditor

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**Obtaining Copies of  
Internal Audit Reports**

This report can be found in electronic format at  
<https://www.mecknc.gov/audit/reports/pages/default.aspx?>



**MECKLENBURG COUNTY**  
**Department of Internal Audit**

**To:** Dena Diorio, County Manager  
County Manager's Office

**From:** Joanne Prakapas, Director  
Department of Internal Audit

**Date:** May 14, 2020

**Subject:** Advantage Application Follow-Up Audit Report 1920

The Department of Internal Audit completed a follow-up audit on reported issues from the Advantage Application Audit Report 1152 issued June 21, 2012. The follow-up audit objective was to determine with reasonable but not absolute assurance whether management took effective corrective action on the issues presented in the audit report.

Internal Audit staff interviewed key personnel; observed operations; reviewed written policies, procedures, and other documents; and tested specific transactions where applicable. Internal Audit conducted this audit in conformance with The Institute of Internal Auditor's International Standards for the Professional Practice of Internal Auditing.

**FOLLOW-UP SUMMARY**

There were seven recommendations in the Advantage Application Audit Report 1152. The following table provides the original number of recommendations and summarizes the follow-up audit results performed to date.

<b>Fiscal Year</b>	<b>Audit Report</b>	<b>Implemented</b>	<b>Open</b>	<b>Not Implemented<sup>1</sup></b>	<b>Withdrawn</b>	<b>Total Carryforward</b>
2012	1152 <sup>2</sup>	N/A				7
2014	1464	3	2		2	2
2015	1588		2			2
2018	1802		2			2

<sup>1</sup> Management assuming risk for not taking corrective action

<sup>2</sup> Initial report

<b>Fiscal Year</b>	<b>Audit Report</b>	<b>Implemented</b>	<b>Open</b>	<b>Not Implemented<sup>1</sup></b>	<b>Withdrawn</b>	<b>Total Carryforward</b>
2019	1920		2			2

The attached **Follow-Up Results** matrix provides details for the most recent follow-up audit. Internal Audit will review any carryforward issues later to verify recommendations are fully implemented and working as intended.

The cooperation and assistance of the Financial Services Department staff are recognized and appreciated.

- c: Assistant County Managers
- County Attorney
- Senior County Attorney
- Board of County Commissioners
- Audit Review Committee
- Director, Financial Services Department

**Follow-Up Results**  
**Advantage Application Audit Report 1152**

- **Implemented** – Audit issue has been adequately addressed by implementing the original or alternative corrective action plan (**I**)
- **Open** – Corrective action for audit issue initiated but not completed (**P**); Implemented but not operating as intended (**IO**); Not been addressed but management fully intends to address issue (**O**)
- **Not Implemented** – Audit issue not addressed and management has assumed the risk of not taking corrective action (**NI**)
- **Withdrawn** – Audit issue no longer exist due to operational changes (**W**)

wa

				Implementation Status	
Issue	Recommendation	Management's Risk Mitigation Strategy	Original Implementation Date	Current Status	Comments
1	Internal Audit recommends the Department develop formal, documented policies and procedures to include, at a minimum: <ul style="list-style-type: none"> <li>• Advantage application security risk assessments</li> <li>• security roles</li> <li>• user access controls</li> <li>• configuration management</li> <li>• batch processing verification and error handling</li> <li>• controls and compliance monitoring</li> <li>• business continuity planning</li> </ul>	Agree. The items mentioned above will be added to the Advantage Security Policy and Procedures document. This will be completed within 9 months.	03/2013	P	Internal Audit determined procedures regarding application security risk assessments were under development but not complete.
3	Internal Audit recommends the Department periodically test and update its Business Continuity Plan, including coordination with BSSA-IT to ensure Advantage can be timely recovered.	Agree. We will contact BSSA-IT and outline a plan to test Advantage in the Business Continuity Plan. This will happen within the next 90 days.	09/2012	P	Management indicated that the recommendation is partially implemented due to Information Technology Service's timeline to plan and test Advantage recovery.