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April 21, 2010

Susan Loew, Director  
County of Riverside  
Department of Public Social Services  
4060 County Circle Drive  
Riverside, CA 92503

Subject: **Internal Audit Report 2010-306: Department of Public Social Services, Disposal of Computers and Related Equipment Follow-up Audit**

Dear Ms. Loew,

We have completed a follow-up audit of the Department of Public Social Services to review the actions taken to correct the two findings reported in Internal Audit Report 2008-004.1: Disposal of Computers and Related Equipment, dated September 29, 2008.

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.

Based upon our audit, the actions taken by the department corrected the two findings reported in Internal Audit Report 2008-004.1. Following is a detailed discussion of the original audit findings and the corrective actions taken:

**Computer Disposal**

**Finding 1:** Remedy 4.0 (Asset Tracking System) does not retain the name of the individual who erases the hard drive of computers, or mobile devices. When these items are transferred to the warehouse the name of the individual who erased the computers or mobile devices is replaced with the name of the storekeeper. This occurred because the department did not configure the system to provide a complete history on these transactions. As a result, management cannot determine accountability should confidential county information be compromised.

**Current Status: Corrected.** In May 2009, the department started a new process allowing Remedy (Asset Tracking System) to keep a record of persons responsible for erasing the data stored in computers or mobile devices prior to disposal. We verified the existence of these records in Remedy for computers and mobile devices disposed from May 1, 2009, to March 22, 2010.

## **Mobile Devices**

**Finding 2:** The department did not track universal serial bus (USB) drives using Remedy 4.0 or labeled them with asset tags. The department did not maintain an adequate and updated list of USB drives assigned to employees. As a result, the department had no assurance that these items, which could contain confidential information were returned by employees upon termination.

Department of Public Social Services Policy No. 23-004, Section 1, Asset Tracking, requires the tracking of fixed and critical assets from the point of purchase through the point of disposal. The USB drives acquired by the department were not tagged nor tracked using Remedy 4.0. The list of USB drives assigned to employees was maintained by Child Protective Services, a division within the Department of Public Social Services, not the department's IT staff.

**Current Status: Corrected.** The department implemented the use of encrypted USB drives, asset tags, and the tracking of USB drives using Remedy (Asset Tracking System). As of April 1, 2010, the department had 129 new USB drives in stock. These USB drives are the 4GB Kingston Data Traveler Vault Privacy Edition, a model with hardware-encryption technology. The department's practice was to tag and record the USB drives in Remedy only when issued to employees. Based on our recommendation, on April 5, 2010, the department tagged and recorded all of the 129 USB drives in stock in Remedy.

For an in-depth understanding of the original audit report, Internal Audit Report 2008-004.1, please visit the Auditor-Controller's web site at [www.auditorcontroller.org](http://www.auditorcontroller.org).

We appreciate the cooperation and assistance extended to us by management and staff of the Department of Public Social Services during this follow-up audit.

Robert E. Byrd, CGFM  
Auditor-Controller



By: Michael G. Alexander, MBA, CIA  
Deputy Auditor-Controller

cc: Board of Supervisors  
Executive Office  
Grand Jury