

STATE OF NORTH CAROLINA

AUDIT OF THE INFORMATION SYSTEM GENERAL CONTROLS

AT

WILKES COMMUNITY COLLEGE

WILKESBORO, NORTH CAROLINA

JUNE 2004

OFFICE OF THE STATE AUDITOR

RALPH CAMPBELL, JR.

STATE AUDITOR

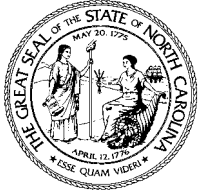
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Ralph Campbell, Jr.
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AUDITOR'S TRANSMITTAL

The Honorable Michael F. Easley, Governor
Members of the North Carolina General Assembly
The Board of Directors of Wilkes Community College
Dr. Gordon G. Burns, Jr., President

Ladies and Gentlemen:

We have completed our information systems (IS) audit of Wilkes Community College. The audit was conducted in accordance with *Government Auditing Standards* and *Information Systems Audit Standards*.

The primary objective of this audit was to evaluate IS general controls at Wilkes Community College. The scope of our IS general controls audit included general security, access controls, program maintenance, systems software, physical security, and disaster recovery. Other IS general control topics were reviewed as considered necessary.

This report contains an executive summary that highlights the areas where Wilkes Community College has performed satisfactorily and where improvements should be made.

We wish to express our appreciation to the staff at Wilkes Community College for the courtesy, cooperation, and assistance provided to us during this audit.

North Carolina General Statutes require the State Auditor to make audit reports available to the public. Copies of audit reports issued by the Office of the State Auditor may be obtained through one of the options listed in the back of this report.

Respectfully submitted,

A handwritten signature in black ink that reads 'Ralph Campbell, Jr.'.

Ralph Campbell, Jr.
State Auditor

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EXECUTIVE SUMMARY

We conducted an information system (IS) audit at Wilkes Community College (CC) from April 4, 2003 - April 30, 2004. The primary objective of this audit was to evaluate the IS general controls in place during that period. Based on our objective, we report the following conclusions.

General security involves the establishment of a reasonable security program that addresses the general security of information resources. We found that Wilkes Community College should adopt formal standards for information technology (IT) to improve the IT Security Policies and Procedures. *See Audit Finding 1, IT Security Policies and Procedures.*

The **access control** environment consists of access control software and information security policies and procedures. We reviewed the access controls for Wilkes Community College's critical operating systems. We found several weaknesses in access controls. Due to the sensitive nature of the conditions found, we have conveyed these findings to management in a separate letter pursuant to the provision of *North Carolina General Statute 147-64.6(c)(18)*.

Program maintenance primarily involves enhancements or changes needed to existing systems. Because the same procedures are used to patch and upgrade the critical application and the operating system, we indirectly tested program changes to the critical application in our test of system software maintenance.

Systems software is the collection of programs that drive the computer. The selection of systems software should be properly approved and the software should be maintained by the computer center. We found a significant weakness in systems software maintenance. Due to the sensitive nature of the condition found, we have conveyed this finding to management in a separate letter pursuant to the provision of *North Carolina General Statute 147-64.6(c)(18)*.

Physical security primarily involves the inspection of the College's computer center for the controls that should reasonably secure the operations of the computer center from foreseeable and preventable threats from fire, water, electrical problems, and vandalism. Wilkes Community College computer center is not secure from foreseeable and preventable security and environmental threats. *See Audit Finding 2, Physical Security of the Computer Processing Facility.*

A complete **disaster recovery** plan that is tested periodically is necessary to enable the College to recover from an extended business interruption due to the destruction of the computer center or other College assets. Wilkes Community College does not have a written disaster recovery plan. However, Wilkes Community College has a reciprocal recovery agreement with another community college to restore operations in the event of a disaster. *See Audit Finding 3, Resumption of Computer Systems.*

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AUDIT OBJECTIVES, SCOPE, AND METHODOLOGY

OBJECTIVES

Under the *North Carolina General Statutes* Chapter 147-64.6, the State Auditor is responsible for examining and evaluating the adequacy of operating and administrative procedures and practices, systems of accounting, and other elements of State agencies. This IS audit was designed to ascertain the effectiveness of general controls at Wilkes Community College.

SCOPE

General controls govern the operation and management of computer processing activities. The scope of our IS general controls audit was to review general security issues, access controls, program maintenance, systems software, physical security, operations procedures, and disaster recovery which directly affect Wilkes Community College computing operations. Other IS general control topics were reviewed as considered necessary.

METHODOLOGY

We audited policies and procedures, used questionnaires to interview key administrators and other personnel, developed a program to generate information from the critical operating systems to examine system configurations, toured the computer facility, tested on-line system controls, reviewed appropriate technical literature, reviewed computer generated reports, and used security evaluation software in our audit of controls. We conducted our audit in accordance with the standards applicable to performance audits contained in *Government Auditing Standards* issued by the Comptroller General of the United States and *Information Systems Audit Standards* issued by the Information Systems Audit and Control Association.¹

¹ In 1992 the State created the Information Resource Management Commission to provide statewide coordination of information technology resources planning. The IRMC provides state enterprise IT leadership including increased emphasis and oversight for strategic information technology planning and management; policy development; technical architecture; and project certification. Pursuant to *North Carolina General Statute* 147-33.78 numerous state officials serve on the IRMC including four members of the Council of State who are appointed by the Governor. The State Auditor has been appointed a member of the IRMC and elected as chair of the IRMC by its members.

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BACKGROUND INFORMATION

Wilkes Community College, located in Wilkesboro, North Carolina, was founded in October 1964. Wilkes Community College is accredited by the Southern Association of Colleges and Schools to award degrees, diplomas, and certificates. As a public, two-year, “open door” institution, Wilkes Community College is committed to providing comprehensive education and educational support services for people in Wilkes, Ashe, and Alleghany Counties and beyond. As a member of the North Carolina Community College System, the College seeks to enhance intellectual, economic, cultural, and social development.

The Information Services Department of Wilkes Community College is headed by the Associate Dean of Information Services, who reports directly to the President. The mission of the Information Services Department is to manage the College network to maintain communications between the appropriate College faculty/staff and the required information processing, manage the College computer system, including servers, desktop computers, and laptop computers so that they meet the functional needs of the College, and maintain facilities for the purpose of distance learning. The function of the Information Services Department is to carryout the mission of the College.

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AUDIT RESULTS AND AUDITEE RESPONSES

The following audit results reflect the areas where Wilkes Community College has performed satisfactorily and where recommendations have been made for improvement.

GENERAL SECURITY ISSUES

General security issues involve the maintenance of a sound security management structure. A sound security management structure should include a method of classifying and establishing ownership of resources, proper segregation of duties, a security organization and resources, policies regarding access to the computer systems and a security education program.

AUDIT FINDING 1: IT SECURITY POLICIES AND PROCEDURES

North Carolina Community College System (NCCCS) and Wilkes Community College's (CC) management has not adopted formal information technology (IT) standards to help them address all critical areas of their IT security environment. The following critical policies and procedures were not addressed in their security program:

- Wilkes CC has no written standards or policies and procedures regarding super user access, group assignments and re-assignments, adding new accounts and terminating accounts, and the monitoring of critical operating systems and servers. Without adding these critical components to a security program, management has not appropriately communicated to the Wilkes CC staff its overall approach to security and internal control in these aforementioned critical areas.
- Wilkes CC users are not required to document that they understand the existing security policies and procedures and the proper use of the network. Consequently, users may be able to avoid penalties associated with violating the existing security policies and improperly using the networks because no document exist to show that users were made aware of these policies and restrictions.
- NCCCS has not provided Wilkes CC with a baseline configuration for securing the critical operating system. The critical operating systems may not be secure from commonly known vulnerabilities.
- Wilkes CC has not performed a risk assessment of their critical operations. Without a risk assessment, management has not determined which areas are deemed critical and how to prioritize resources and time to ensure that the critical areas remain effective.

NCCCS and Wilkes CC's management should assume full responsibility for developing a framework policy, which establishes the organization's overall approach to security and internal control. The policy should comply with overall business objectives and be aimed at decreasing risks through preventive measures, timely identification of irregularities, limitation of losses and timely restoration. In addition, management should ensure that this policy

AUDIT RESULTS AND AUDITEE RESPONSES (CONTINUED)

specifies the purpose and objectives, the management structure, the scope within the organization, the assignment of responsibilities for implementation and the definition of penalties and disciplinary actions associated with failing to comply with security and internal control policies.

Recommendation: Management at Wilkes CC need to work with NCCCS to develop and adopt a set of formal standards to ensure that all critical general security issues are addressed in their policies and procedures. Also, they should have a mechanism in place to periodically review standards for any new critical areas that should be addressed and include policies and procedures regarding these areas in Wilkes's security policies.

Auditee's Response: Wilkes Community College agrees with the finding and is working to resolve the identified issues.

ACCESS CONTROLS

The access control environment consists of access control software and information security policies and procedures. An individual or a group with responsibility for security administration should develop information security policies, perform account administration functions and establish procedures to monitor and report any security violations. We reviewed the access controls for Wilkes Community College's critical operating systems. We found several significant weaknesses in access controls. Due to the sensitive nature of the conditions found, we have conveyed these findings to management in a separate letter pursuant to the provision of *North Carolina General Statute 147-64.6(c)(18)*.

PROGRAM MAINTENANCE

Program maintenance consists of making changes to existing application systems. Programmers should follow program change procedures to ensure that changes are authorized, made according to specifications, properly tested, and thoroughly documented. Application programmers should be restricted to a test environment to ensure that all changes to production resources are tested and approved before moving the changes into production. Changes to application system production programs should be logged and monitored by management. Because the same procedures are used to patch and upgrade the critical application and the operating system, we indirectly tested program changes to the critical application in our test of system software maintenance.

SYSTEMS SOFTWARE

Systems software is the collection of programs that the computer center uses to run the computer and support the application systems. This software includes the operating system, utility programs, compilers, database management systems and other programs. The systems programmers have responsibility for the installation and testing of upgrades to the system

AUDIT RESULTS AND AUDITEE RESPONSES (CONTINUED)

software when received. We found a significant weakness in systems software maintenance. Due to the sensitive nature of the condition found, we have conveyed this finding to management in a separate letter pursuant to the provision of *North Carolina General Statute 147-64.6(c)(18)*.

PHYSICAL SECURITY

Controls over physical security are designed to protect a computer center from service interruptions resulting from fire, water, electrical problems, vandalism, and other causes.

AUDIT FINDING 2: PHYSICAL SECURITY OF THE COMPUTER PROCESSING FACILITY

The computer room is not reasonably secure from foreseeable and preventable threats to its physical continuity. We found the following physical security weaknesses:

- Access to the computer area is not restricted to authorized personnel. As a result, the physical security over Wilkes onsite daily back-up tapes and computing resources is weakened and could allow unauthorized tampering of the data stored on the back-up tapes and unauthorized access to computer hardware.
- The System Administrator leaves the door unlocked to the computer room. Because the critical operating system, which host the financial and student information, resides in this computer room, unauthorized personnel could directly access the main console and modify, delete, and corrupt data, or interrupt Wilkes CC's computer processing capabilities.

Appropriate physical security and access control measures should be established for computer processing facilities in conformance with the general security policy. Access should be restricted to individuals who have been authorized to gain such access.

Recommendation: Wilkes CC should develop procedures to ensure that the computer room is always secure from unauthorized personnel.

Auditee's Response: Wilkes Community College agrees with the finding and is working to resolve the identified issues.

DISASTER RECOVERY

Disasters such as fire and flood can destroy a computer service center and leave its users without computer processing support. Without computer processing, many College services would grind to a halt. To reduce this risk, computer service centers develop disaster recovery plans. Disaster recovery procedures should be tested periodically to ensure the recoverability of the data center. Our audit identified one significant weakness in disaster recovery.

AUDIT RESULTS AND AUDITEE RESPONSES (CONCLUDED)

AUDIT FINDING 3: RESUMPTION OF COMPUTER SYSTEMS

Wilkes CC does not have a written disaster recovery plan. Wilkes only has a reciprocal recovery agreement with another community college to ensure the resumption of computer systems during adverse circumstances. Management should ensure that a written plan is developed and maintained in accordance with the overall framework for restoring critical information services in the event of a major failure. The disaster recovery plan should minimize the effect of disruptions.

Recommendation: Wilkes CC should develop a written disaster recovery plan and test the plan on a yearly basis.

Auditee's Response: Wilkes Community College agrees with the finding and is working to resolve the identified issues.

DISTRIBUTION OF AUDIT REPORT

In accordance with General Statutes 147-64.5 and 147-64.6(c)(14), copies of this report have been distributed to the public officials listed below. Additional copies are provided to other legislators, state officials, the press, and the general public upon request.

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The Honorable Richard H. Moore	State Treasurer
The Honorable Roy A. Cooper, III	Attorney General
Mr. David T. McCoy	State Budget Officer
Mr. Robert L. Powell	State Controller
Mr. Martin Lancaster	President
	The North Carolina Community College System
Dr. Gordon G. Burns, Jr.	President, Wilkes Community College

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Other Officials

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