2024 Internal Audit Finding Progress Update

Of the 32 in-progress findings, 20 are considered key findings. Key findings focus on controls that are not fully addressing key risks or working effectively and consistently; instances of noncompliance with laws, regulations, or policies; or occurrences of inefficient or ineffective processes. Management is making progress to address these findings, which are listed in detail below.

Audit findings greater than 1 year old

AUDIT: Application Incident Management

Finding 1: Comprehensive monitoring and logging of incidents is not performed for sampled applications.

Status: Current monitoring criteria for web apps and ECMS is under review and will be included in the comprehensive monitoring plan.

Original/Revised Target Completion Date: December 2022/December 2024

Finding 2: Logging of events is not performed for sampled applications.

Status: Current web application and ECMS monitoring tools continue to be utilized. The criteria around when alarms and alerts become incident tickets is being developed with the comprehensive monitoring plan.

Original/Revised Target Completion Date: June 2023/December 2024

Finding 3: Incidents not documented or insufficiently documented in the incident management tool.

Status: Documentation is dependent on the comprehensive monitoring plan and will be updated as part of the comprehensive monitoring plan effort.

Original/Revised Target Completion Date: December 2022/December 2024

AUDIT: Contract Management

Finding 1: While "key personnel" is defined in some contract documents, the definition differs. As a result, business contract managers may be unclear on which contract compliance forms and recertifications are required and for whom and when to process amendments for personnel changes.

Status: The definition of key personnel is in the final review process.

Original/Revised Target Completion Date: December 2023/December 2024

AUDIT: Cloud Computing & Security – Phase I

Status: One key finding in progress. Due to the nature of the audit, audit results and resolution are confidential.

Original/Revised Target Completion Date: March 2024/December 2024

Audit findings less than 1 year old

AUDIT: Third Party Vendor-Jones Lang Lasalle Americas, Ind.

Finding 1: The Agreement states CalSTRS agrees to compensate JLL for actual expenditures incurred in arrears. However, JLL submits monthly billings based on budgeted amounts for the upcoming month.

Status: An amendment is in progress, including an update to change the invoicing practice to bill in arrears.

Target Completion Date: October 2024

AUDIT: Cloud Computing & Security – Phase 2 & 3

Status: Nine key findings in progress. Due to the nature of the audit, audit results and resolution are confidential.

Target Completion Date: December 2024

AUDIT: Disaster Recovery

Status: Five key findings in progress. Due to the nature of the audit, audit results and resolution are confidential.

Target Completion Date: December 2024