



STATE OF ILLINOIS  
**OFFICE OF THE  
AUDITOR GENERAL**

William G. Holland, Auditor General

**SUMMARY REPORT DIGEST**

**DEPARTMENT OF CENTRAL MANAGEMENT SERVICES**  
**BUREAU OF COMMUNICATIONS AND COMPUTER SERVICES**

**SERVICE ORGANIZATION REVIEW**

**For the Year Ended: June 30, 2011**

**Release Date: July 2011**

**INTRODUCTION**

This report covers our Service Organization Review of the Department of Central Management Services – Bureau of Communications and Computer Services for the year ended June 30, 2011.

The Department of Central Management Services' (Department) Bureau of Communications and Computer Services carries out statutory responsibilities relating to data processing and telecommunication services. To fulfill its responsibilities, the Department operates the Central Computer Facility (CCF), the Communications Center, and branch facilities. Through its facilities, the Department provides data processing services to approximately 102 user agencies.

The Department functions as a service organization providing computing and telecommunication resources for State agencies' use. The Department and the agencies that use the Department's computer resources share the responsibility for maintaining the processing integrity, availability, and security of computerized data and functions.

The Department has defined and documented policies and procedures to restrict physical access to facilities and defined systems. However, we found the controls over verifying the identity of an individual prior to resetting their password and the granting, modifying or revoking physical access badges had not been effectively implemented and, therefore, were not operating effectively throughout the period July 1, 2010 to June 30, 2011. With the exception of these matters, the procedures were generally sufficient to provide reasonable assurance that relevant control objectives were achieved.

A handwritten signature in blue ink, appearing to read "William G. Holland", written over a horizontal line.

WILLIAM G. HOLLAND  
Auditor General

**ILLINOIS DEPARTMENT OF CENTRAL MANAGEMENT SERVICES**  
**BUREAU OF COMMUNICATIONS AND COMPUTER SERVICES**

STATISTICS	2011
<b>Mainframes</b>	4 Units Configured as 11 Production Systems and 6 Test Systems  1 Unit Configured as 5 Systems for Business Continuity
<b>Services/Workload</b>	Impact Printing – 4.0 Million Lines per Month Laser Printing – 18.4 Million Pages per Month
<b>State Agency Users</b>	102
<b>Bureau Employees</b>	2008 -- 708 2009 -- 679 2010 -- 641 2011 -- 577
<b>Historical Growth Trend**</b>	2008 -- 4,018 -- MIPS 2009 -- 4,035 -- MIPS 2010 -- 3,908 -- MIPS 2011 -- 4,184 -- MIPS  -- Million Instructions Per Second  ** In the month of April for each year listed

Information provided by the Department – Not Examined

**DEPARTMENT DIRECTOR AND DEPUTY DIRECTOR/BUREAU MANAGER**

During Audit Period: Director: James Sledge – July 1, 2010 to June 17, 2011  
 Currently: Acting Director: Malcom Weems – June 17, 2011 to Present

During Audit Period and Current: Acting Deputy Director/Bureau Manager: Rich Fetter