



Michigan
Office of the Auditor General
REPORT SUMMARY

Performance Audit
Interface and Change Controls of the
Bridges Integrated Automated Eligibility
Determination System
Department of Human Services and
Department of Technology, Management,
and Budget

Report Number:
431-0591-12

Released:
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The Bridges Integrated Automated Eligibility Determination System (Bridges) is a social services computer system that processes client intake applications; registration; eligibility determination; and the issuance of cash assistance, medical assistance, food assistance, and child care assistance. In fiscal year 2010-11, benefit expenditures for the cash assistance, Medicaid and medical assistance, and Child Development and Care programs totaled \$11.9 billion or 39.9% of General Fund expenditures for the State of Michigan.

Audit Objective:

To assess the effectiveness of the Department of Human Services (DHS) and the Department of Technology, Management, and Budget's (DTMB's) efforts to implement controls to ensure the accuracy, completeness, and timeliness of Bridges interfaces.

Audit Conclusion:

DHS and DTMB's efforts to implement controls to ensure the accuracy, completeness, and timeliness of Bridges interfaces were not effective. We noted one material condition (Finding 1) and four reportable conditions (Findings 2 through 5).

Material Condition:

DHS and DTMB had not fully established effective processing controls over Bridges interfaces (Finding 1).

Reportable Conditions:

DTMB management did not utilize system-generated reports to effectively monitor Bridges processing (Finding 2).

DTMB had not fully established and documented formal procedures for Bridges operations, including interface scheduling and processing (Finding 3).

DTMB, in conjunction with DHS, did not maintain complete interface design documentation. In addition, DTMB, in conjunction with DHS, did not ensure that all interface design documentation was stored in the Bridges version control tool, ClearCase (Finding 4).

DHS had not established data-sharing agreements with all State agencies that exchanged information with Bridges (Finding 5).

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Audit Objective:

To assess the effectiveness of DHS and DTMB's efforts to implement change controls over the Bridges application and data.

Audit Conclusion:

DHS and DTMB's efforts to implement change controls over the Bridges application and data were moderately effective. We noted two material conditions (Findings 6 and 7) and two reportable conditions (Findings 8 and 9).

Material Conditions:

DTMB, in conjunction with DHS, did not always comply with the State Unified Information Technology Environment (SUITE), contract provisions, and change control best practices. In addition, DTMB, in conjunction with DHS, did not ensure that the Bridges maintenance and support contract and the Bridges project management and technical support contract accurately reflected the contractors' responsibilities for Bridges change controls (Finding 6).

DTMB had not established effective access controls over the Bridges version control tool, ClearCase, and the Bridges workflow tool, ClearQuest (Finding 7).

Reportable Conditions:

DTMB had not established an appropriate segregation of duties over Bridges (Finding 8).

DHS and DTMB had not updated the Bridges configuration management plan to include all information and processes required by the SUITE Systems Engineering Methodology (SEM) (Finding 9).

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Agency Response:

Our audit report contains 9 findings and 11 corresponding recommendations. DHS and DTMB's preliminary responses indicate that they agree with 6 recommendations and either have complied or will comply with them. DHS and DTMB partially agree with 5 recommendations.

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A copy of the full report can be obtained by calling 517.334.8050 or by visiting our Web site at: <http://audgen.michigan.gov>



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