

**SELECTED STATE ENTITIES'
SURPLUS INFORMATION TECHNOLOGY
PROPERTY CONTROLS**

Information Technology Operational Audit

August 2008 Through October 2008



STATE OF FLORIDA
AUDITOR GENERAL
DAVID W. MARTIN, CPA

DIRECTOR OF THE AGENCY FOR WORKFORCE INNOVATION

Pursuant to Section 20.50, Florida Statutes, the Agency for Workforce Innovation is created within the Department of Management Services (DMS) and is a separate budget entity, not subject to control, supervision, or direction by DMS in any manner. The Director of the Agency for Workforce Innovation is appointed by the Governor and is the agency head for all purposes. Monesia T. Brown served as Director during the audit period.

COMMISSIONER OF AGRICULTURE

Pursuant to Article IV, Section 4(d) of the State Constitution, the Commissioner of Agriculture is responsible for the supervision of matters pertaining to agriculture in the State. The Commissioner also executes duties and responsibilities as a member of the Florida Cabinet. Pursuant to Section 20.14, Florida Statutes, the Commissioner is the head of the Department of Agriculture and Consumer Services. The Honorable Charles Bronson served as Commissioner during the audit period.

STATE SURGEON GENERAL AND STATE HEALTH OFFICER

Pursuant to Section 20.43, Florida Statutes, the State Surgeon General and State Health Officer is appointed by the Governor subject to confirmation by the Senate and is the head of the Department of Health. Dr. Ana M. Viamonte Ros served as State Surgeon General and State Health Officer during the audit period.

EXECUTIVE DIRECTOR OF FISH AND WILDLIFE CONSERVATION COMMISSION

Pursuant to Section 20.331, Florida Statutes, the head of the Fish and Wildlife Conservation Commission is the Commission, with Commissioners appointed by the Governor as provided for in Article IV, Section 9 of the State Constitution. The Executive Director of the Fish and Wildlife Conservation Commission is appointed by the Commission subject to confirmation by the Senate. Ken Haddad served as Executive Director during the audit period.

STATE COURTS ADMINISTRATOR

Pursuant to Part II, Rule 2.205(e), Florida Rules of Judicial Administration, the State Courts Administrator is appointed by and serves at the pleasure of the Florida State Supreme Court. Lisa Goodner served as State Courts Administrator during the audit period.

The audit team leader was Earl Butler, CISA, and the audit was supervised by Shelly Posey, CISA. Please address inquiries regarding this report to Jon Ingram, CPA, CISA, Audit Manager, by e-mail at joningram@aud.state.fl.us or by telephone at (850) 488-0840.

This report and other audit reports prepared by the Auditor General can be obtained on our Web site at www.myflorida.com/audgen; by telephone at (850) 487-9024; or by mail at G74 Claude Pepper Building, 111 West Madison Street, Tallahassee, Florida 32399-1450.

SELECTED STATE ENTITIES'

Surplus Information Technology Property Controls

SUMMARY

The final phase of the information systems development life cycle is system disposition. To promote the economic, efficient, and effective operation of State government and to minimize the risk of inappropriate or illegal disclosure of sensitive or confidential information, information technology (IT) property must be disposed of in a well-controlled fashion.

Department of Management Services Rule 60DD-2.005, Florida Administrative Code, provides that electronic data in all its forms and on all media or devices must be protected during all phases of its life cycle from unauthorized or inappropriate access, use, modification, disclosure, or destruction. Department of Management Services Rule 60DD-2.009(2), Florida Administrative Code, provides that agencies shall implement procedures for the removal of confidential or exempt information from electronic media prior to transfer or final disposition.

Our audit focused on IT controls applicable to the storage and disposal of surplus IT property containing electronic storage media during the period August 2008 through October 2008 at the following State entities: the Agency for Workforce Innovation (AWI), Department of Agriculture and Consumer Services (DACS), Department of Health (DOH), Fish and Wildlife Conservation Commission (FWCC), and the Office of State Courts Administrator (OSCA). This audit included a review of the procedures followed by the entities in erasing the data from electronic media within surplus IT property.

The results of our audit are summarized below:

Finding No. 1: At certain entities, some computer hard drives in surplus computers ready for disposal were not completely erased. In addition, some surplus computer hard drives contained confidential or inappropriate data.

Finding No. 2: The entities included in our audit either lacked adequate written procedures or performed inadequate procedures with regard to the disposal of surplus IT property.

BACKGROUND

State entities replace IT property on a frequent basis, often according to a planned replacement cycle. It is important for entities to follow an orderly and controlled process for disposing of unneeded surplus IT property in an economic, efficient, and effective manner. Most importantly, if surplus IT property is to be released by the entity to another entity, such as by donation to a nonprofit organization, procedures need to be followed to sanitize (erase) the electronic media within the surplus IT property to ensure that confidential or sensitive information is not unintentionally disclosed.

Deleting files within electronic media through normal system means does not physically remove the data; it only removes the operating system's ability to locate the information. Unless appropriate procedures are followed to overwrite, degauss (demagnetize), or physically destroy the electronic media (such as computer hard drives), the information therein can be easily recovered using specialized commercially available software. This creates a risk that sensitive or confidential information, should it reside on the electronic media, will be inappropriately disclosed.

Many Federal and State laws exist that limit the disclosure of certain information. For example, Section 119.071(5)5., Florida Statutes, provides that social security numbers held by an agency are confidential and exempt from public disclosure. Consequently, entities may face legal ramifications if due diligence is not exercised in preparing surplus IT property for disposal. Due to the confidential nature of these findings, we have requested that the selected State

entities not provide a written response to this finding and, accordingly, no response to this finding is included in this report.

Finding No. 1: Erasure of Computer Hard Drives

Effective controls over the surplusing of IT property include provisions for, prior to disposal, storage devices containing sensitive information being securely overwritten (erased) or physically destroyed, rather than using the standard delete function.

During our audit, we noted instances where computer hard drives in some surplus computers were not completely erased. We found some entity-specific IT security system data on some hard drives. Such data is identified in the Florida Statutes as being confidential. In response to audit inquiry, management of the applicable entities stated that the hard drives in question were not completely erased because of either human error or issues with the erasure tools that were employed. We are not disclosing additional specific details of these matters in this report to avoid the possibility of compromising confidential entity information. However, we have notified appropriate entity management of the specific matters. Due to the confidential nature of these findings, we have requested that the selected State entities not provide a written response to this finding and, accordingly, no response to this finding is included in this report.

Without staff compliance with existing erasure procedures or effective erasure methods to facilitate the data sanitization of computer hard drives within surplus IT property, the risk is increased that confidential and sensitive information including, in part, information about IT security systems may be released to unauthorized parties.

Recommendation: To reduce the possibility of improper disclosure, the entities should, as applicable, either enhance the monitoring of surplus computer hard drive erasure procedures performed or enhance erasure methods to ensure that all sensitive and confidential information is removed from surplus IT property prior to its disposal.

Finding No. 2: Surplus IT Property Disposal Procedures

IT resource controls dictate that written procedures be developed and implemented to prevent access to sensitive information and software from computers, disks, and other property or media when these items are disposed of or transferred to another use. Such procedures would include the erasure of data from computer hard drives and the recording of information regarding the procedures performed to cleanse IT property prior to its disposal. Our audit disclosed that entity procedures for or performance of IT property disposal needed improvement. Specifically:

- As of August 7, 2008, OSCA did not have written procedures addressing the erasure, data backup, or physical security of surplus IT property. Absent written procedures, the risk is increased that the erasure, backup, and physical security of surplus IT property will not be consistently performed by staff as intended by management, confidential and sensitive information may be released to unauthorized individuals, and data may be irreversibly lost. On September 12, 2008, in response to audit inquiry, OSCA staff developed Media Sanitization Procedures that addressed the erasure and physical security of surplus IT property.
- AWI, DACS, and OSCA did not maintain logs documenting the computers for which the hard drives were erased or when and by whom the erasure had been performed. On October 1, 2008, in response to audit inquiry, AWI management indicated that property controls would be revised and additional logging information would be added to current property management documentation. On September 19, 2008, in response to audit inquiry, DACS management indicated that erasure software products were being evaluated for the ability to produce automated logs of erasure events. DACS management further stated that, upon completion of the software evaluation, management would then decide whether to use the software solution or develop a manual

process to record computer hard drive erasure information. On September 12, 2008, in response to audit inquiry, OSCA staff developed Media Sanitization Procedures that required a Request for Media Sanitization form to be completed to maintain a log of when and by whom a surplus computer hard drive was erased. The lack of consistent documentation of the erasure of electronic media may limit management's ability to ensure that the erasure process has been performed as intended.

- DOH could not, upon audit request, provide Certification of State Surplus Property Forms for two of five surplus computers included in our tests. For the remaining three computers for which DOH provided Certification of State Surplus Property Forms, one form was lacking a signature from the System Administrator certifying that the computer hard drive was sanitized and the computer was incorrectly identified in the Department Asset Manager System as being erased. The absence of signed forms certifying that computer hard drives were erased and the inaccurate logging of erasure events may limit management's ability to ensure that the erasure process has been performed as intended.
- FWCC surplus property procedures included Internal Management Policy and Procedure No. 5.8, Instructions for Completion of Surplus Property Declaration, and other additional form instructions. However, these surplus property procedures did not include a requirement that surplus computer hard drives be erased or identify the staff assigned to perform such erasures. As a result, the risk was increased that property custodians would not be aware of erasure requirements for surplus computers and release such computers for donation without erasure. In response to audit inquiry, FWCC staff updated the other additional form instructions to require that hard drives associated with surplus computers be erased by Technology Staffing Support and the Surplus Property Declaration be updated by the property custodian to reflect that the surplus computer hard drive was erased.
- FWCC did not follow its written property disposal procedures requiring the use of the Verity Systems V91HD/DLT Hard Drive Degausser and Digital Linear Tape (DLT) Eraser to degauss nonfunctioning computer hard drives. FWCC's written procedures lacked specific instructions for using erasure software on computers with multiple hard drives, increasing the risk that computers with multiple hard drives will not be sufficiently erased.

Recommendation: To prevent access to sensitive information and software from computers, disks, or other property or media being surplusd or disposed of, the aforementioned entities should improve their procedures or practices for the disposal of IT property as follows:

- FWCC and OSCA should develop or enhance written procedures for the erasure of surplus computer hard drives. In addition, OSCA should develop data backup procedures and continue its efforts to enhance procedures for the physical security of surplus IT property.
- AWI, DACS, and OSCA should continue enhancing procedures to include the maintenance of logs indicating the computers for which the hard drives were erased, when erased, and by whom erased.
- DOH should ensure that Certification of State Surplus Property Forms are prepared and appropriately signed by employees certifying that computer hard drives were sanitized.

OBJECTIVES, SCOPE, AND METHODOLOGY

The objectives of this audit were to determine the effectiveness of selected State entities' procedures for the storage and safeguarding of surplus IT property awaiting disposal and procedures for the removal of confidential or exempt information from electronic media prior to disposal.

Our audit scope focused on IT controls over the storage and disposal of surplus IT property during the period August 2008 through October 2008 at AWI, DACS, DOH, FWCC, and OSCA.

In conducting this audit, we:

- Interviewed appropriate personnel at the selected State entities.
- Obtained an understanding of the procedures used for the storage and disposal of surplus IT property at the selected State entities.
- Observed, documented, and tested the selected State entities' controls related to the secure storage, erasure, and documentation and approval of property identified as surplus IT property.
- Evaluated the effectiveness of the State entities' central office controls for the storage and safeguarding of surplus IT property awaiting disposal.
- Evaluated the effectiveness of the State entities' central office controls relating to the removal of confidential or exempt information from the computer hard drives before being made available for reuse or disposal.

We conducted this IT operational audit in accordance with applicable generally accepted government auditing standards. Those standards require that we plan and perform the audit to obtain sufficient, appropriate evidence to provide a reasonable basis for our findings and conclusions based on our audit objectives. We believe that the evidence obtained provides a reasonable basis for our findings and conclusions based on our audit objectives.

AUTHORITY

Pursuant to the provisions of Section 11.45, Florida Statutes, I have directed that this report be prepared to present the results of our IT operational audit.

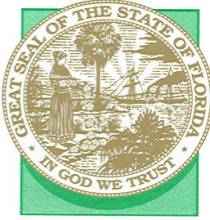


David W. Martin, CPA
Auditor General

MANAGEMENTS' RESPONSES

In letters dated December 16, 2008, through December 30, 2008, the heads of the applicable entities provided responses to our preliminary and tentative findings. The letters are included at the end of this report as Exhibit A.

EXHIBIT A
MANAGEMENTS' RESPONSES



Florida Department of Agriculture and Consumer Services
 CHARLES H. BRONSON, Commissioner
 The Capitol • Tallahassee, FL 32399-0800
 www.doacs.state.fl.us

Please Respond to:

December 16, 2008

David W. Martin, CPA
 Auditor General
 111 West Madison Street
 Claude Pepper Building
 Tallahassee, Florida 32399-1450

Dear Mr. Martin:

The following comments are provided in response to the preliminary and tentative findings and recommendations in your audit of Surplus IT Property Controls which included the Department of Agriculture and Consumer Services.

Finding 2: Surplus IT Property Disposal Procedures

The Department has been proactive in regards to erasing hard drives of surplus computers to the Department of Defense standards. In response to enhancing procedures to include the maintenance of logs, the Department evaluated the latest version of the Wipedrive software and determined the automated logging process in the new software provides adequate electronic logs of hard drive erasures. We have started utilizing the new software for hard drive erasure and verification which produces automated logs of erasure events.

I appreciate the interest and efforts of your staff and the professionalism they exhibited in helping to improve operations of state government.

Sincerely,

CHARLES H. BRONSON
 COMMISSIONER OF AGRICULTURE

CHB/gb



Florida Agriculture and Forest Products
 \$97 Billion for Florida's Economy

EXHIBIT A (CONTINUED)
MANAGEMENTS' RESPONSES



Charlie Crist
Governor
Monesia T. Brown
Director

December 23, 2008


Mr. David W. Martin
Auditor General
G74 Claude Pepper Building
111 West Madison Street
Tallahassee, FL 32399-1450

Dear Mr. Martin:

Pursuant to Section 11.45(4)(d), Florida Statutes, we have prepared the attached response to the preliminary and tentative findings and recommendations which may be included in your report on the Surplus Information Technology Property Controls Audit for the period August 2008 through October 2008.

We hope that this response satisfies your expectations and all requirements that are statutorily mandated. If you have questions or require additional information, please contact James F. Mathews, Inspector General at (850) 245-7141.

Sincerely,



for Monesia T. Brown
Director

MTB/jmm

Enclosure

Agency for Workforce Innovation

The Caldwell Building, Suite 100•107 East Madison Street•Tallahassee, Florida•32399-4120
Telephone (850) 245-7105•Fax (850) 921-3223•TTY/TDD 1-800-955-8771-Voice1-800-955-8770
www.floridajobs.org

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EXHIBIT A (CONTINUED)
MANAGEMENTS' RESPONSES

**Agency for Workforce Innovation (AWI)
Surplus Information Technology Property Controls
August 2008 through October 2008
Response to Preliminary and Tentative Findings**

Finding:

The entities included in our audit either lacked adequate written procedures or performed inadequate procedures with regard to the disposal of surplus information technology (IT) property.

Auditor General Recommendation:

To prevent access to sensitive information and software from computers, disks, or other property or media being surplus or disposed of, AWI should continue enhancing procedures to include the maintenance of logs indicating the computers for which the hard drives were erased, when erased, and by whom erased.

AWI Response:

AWI has purchased a hard disk drive destruction device and has begun physically destroying all surplus hard drives to ensure that confidential information is not accidentally exposed. In addition, AWI has revised its property controls and has added additional log and recording information to the current property management documentation on surplus equipment. This will ensure an accurate record of: 1) the computer from which the hard drive was removed, 2) the date the hard drive was removed and destroyed, and 3) the staff person who removed and destroyed the drive.

EXHIBIT A (CONTINUED)
MANAGEMENTS' RESPONSES



Supreme Court of Florida

500 South Duval Street
Tallahassee, Florida 32399-1925

PEGGY A. QUINCE
CHIEF JUSTICE
CHARLES T. WELLS
HARRY LEE ANSTEAD
BARBARA J. PARIENTE
R. FRED LEWIS
CHARLES T. CANADY
RICKY POLSTON
JUSTICES

THOMAS D. HALL
CLERK OF COURT

KEVIN WHITE
ACTING MARSHAL

December 23, 2008

Mr. David W. Martin
Auditor General
State of Florida
Claude Pepper Building
111 West Madison Street
Tallahassee, FL 32399-1450

Dear Mr. Martin:

Thank you for transmitting to me the preliminary review findings of your information technology audit of Surplus Information Technology Property Controls. Please consider this to be the written statement of explanation required to be submitted pursuant to Section 11.45(4)(d), Florida Statutes.

If you need any additional information, please let us know.

Sincerely,

A handwritten signature in cursive script that reads "Peggy A. Quince".

Peggy A. Quince
Chief Justice

Enclosure

EXHIBIT A (CONTINUED)
MANAGEMENTS' RESPONSES

State Courts System
Response to Preliminary and Tentative Findings
Audit of Surplus IT Property Controls

Recommendation:

To prevent access to sensitive information and software from computers, disks, or other property or media being surplus or disposed of, the aforementioned entities should improve their procedures or practices for the disposal of IT property as follows:

AWI, DACS, and OSCA should continue enhancing procedures to include the maintenance of logs indicating the computers for which the hard drives were erased, when erased, and by whom erased.

Response:

As indicated in the audit report finding, the new Media Sanitization Procedures require the use of a "Request for Media Sanitization" form. This form is retained and is used to log the specific information pertaining to what IT asset is involved, who requested the media sanitization, who performed the process, and who verified the process as successful. This form also includes identifying information about the asset and the section accountable for the asset.

All media in the surplus process was reprocessed under this new procedure. All equipment has been tagged with the correct form (Request for Media Sanitization). The procedure requiring separate personnel to perform the sanitizing and verification has been implemented. The segregation of cleaned machines from non-verified machines has been implemented resulting in the elimination of confusion regarding surplus ready equipment versus equipment requiring completion of the sanitization process.

In light of the changes occurring in today's dynamic IT environment, the OSCA will continue to review both policy and procedure addressing the security needs of sanitizing media and IT assets. This will be part of a regular operational review and will be updated as technology or security practices change in order to ensure continued compliance with the requirements to protect sensitive and confidential information from inappropriate release.

EXHIBIT A (CONTINUED)
MANAGEMENTS' RESPONSES



Charlie Crist
Governor

Ana M. Viamonte Ros, M.D., M.P.H.
State Surgeon General

December 24, 2008

Mr. David W. Martin, C.P.A.
Auditor General
Room G74, Claude Pepper Building
111 West Madison Street
Tallahassee, FL 32399-1450

Dear Mr. Martin:

We are pleased to respond to the preliminary and tentative audit findings and recommendations concerning the audit of:

**Selected State Entities' Surplus
Information Technology Property Controls
Audit Period 08/2008 - 10/2008**

As required by section 11.45(4)(d), *Florida Statutes*, our response to the findings is enclosed.

We appreciate the effort of you and your staff in assisting to improve our operations. If you have any questions, please contact our Director of Auditing, Lynn Riley at 245-4444 extension 2146.

Sincerely,

Ana M. Viamonte Ros, M.D., M.P.H.
State Surgeon General

AMVR/kir

Attachment

cc: James D. Boyd, C.P.A., M.B.A.
Inspector General
Lynn H. Riley, C.P.A.
Director of Auditing
Karen Zeiler
Chief of Staff

EXHIBIT A (CONTINUED)
MANAGEMENTS' RESPONSES

Selected State Entities' Surplus Information Technology Property Controls - Audit Period 08/2008 - 10/2008

Para. # Finding: **Recommendation:** **Management Response:** **Corrective Action Plan:**

<p>2 The entities included in our audit either lacked adequate written procedures or performed inadequate procedures with regard to the disposal of surplus IT property.</p>	<p>To prevent access to sensitive information and software from computers, disks, or other property or media being surplus or disposed of, the aforementioned entities should improve their procedures or practices for the disposal of IT property as follows: DOH should ensure that Certification of State Surplus Property Forms are prepared and appropriately signed by employees certifying that computer hard drives were sanitized</p>	<p>The agency believes that we have adequate written procedures in place; however we agree that additional work is needed to ensure adherence to these procedures throughout the agency. DIT is not responsible for the actual process of sanitization of equipment it does not own. DIT will initiate measures to bring awareness to other entities of these procedures to increase compliance</p>	<p>DIT will initiate measures to bring awareness to other entities of these procedures to increase compliance. Awareness and training will be initiated through quarterly emails to all users of the Assets Management System and through various training sessions.</p>
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EXHIBIT A (CONTINUED)
MANAGEMENTS' RESPONSES



Florida Fish
and Wildlife
Conservation
Commission

Commissioners

Rodney Barreto
Chair
Miami

Brian S. Yablonski
Vice-Chair
Tallahassee

Kathy Barco
Jacksonville

Ronald M. Bergeron
Fort Lauderdale

Richard A. Corbett
Tampa

Dwight Stephenson
Delray Beach

Kenneth W. Wright
Winter Park

Executive Staff

Kenneth D. Haddad
Executive Director

Nick Wiley
Assistant Executive
Director

Karen Ventimiglia
Deputy Chief of Staff

December 30, 2008

Mr. David W. Martin, CPA
G74 Claude Pepper Building
111 West Madison Street
Tallahassee, Florida 32399-1450

Dear Mr. Martin:

We are pleased to respond to the preliminary and tentative audit findings and recommendations from your recent information technology audit: *Florida Fish and Wildlife Conservation Commission, Surplus IT Property Controls, for the period August 2008 through October 2008.*

Pursuant to your instructions, we have enclosed the Commission's response to Finding Number 2.

We appreciate the constructive comments and technical assistance provided by your staff. If further information is required, please contact Trevor Phillips, Director of Auditing, at 488-6068 or email trevor.phillips@myfwc.com.

Sincerely,

for

Kenneth D. Haddad
Executive Director

*Managing fish and wildlife
resources for their long-
term well-being and the
benefit of people.*

620 South Meridian Street
Tallahassee, Florida
32399-1600
Voice: (850) 488-4676

Hearing/speech impaired:
(800) 955-8771 (T)
(800) 955-8770 (V)

MyFWC.com

EXHIBIT A (CONTINUED)
MANAGEMENTS' RESPONSES

2 | Page
December 30, 2008

Information Technology Audit
Surplus IT Property Controls
Florida Fish and Wildlife Conservation Commission (FWC) Response

Finding No. 2: Surplus IT Property Disposal Procedures

FWC surplus property procedures included Internal Management Policy and Procedure No. 5.8, Instructions for Completion of Surplus Property Declaration, and other additional form instructions. However, these surplus property procedures did not include a requirement that surplus computer hard drives be erased or identify the staff assigned to perform such erasures. As a result, the risk was increased that property custodians would not be aware of erasure requirements for surplus computers and release such computers for donation without erasure. In response to audit inquiry, FWC staff updated the other additional form instructions to require that hard drives associated with surplus computers be erased by Technology Staffing Support and the Surplus Property Declaration be updated by the property custodian to reflect that the surplus computer hard drive was erased.

FWC did not follow its written property disposal procedures requiring the use of the Verity Systems V91HD/DLT Hard Drive Degausser and Digital Linear Tape (DLT) Eraser to degauss nonfunctioning computer hard drives. FWC's written procedures lacked specific instructions for using erasure software on computers with multiple hard drives, increasing the risk that computers with multiple hard drives will not be sufficiently erased.

Auditor General Recommendation

To prevent access to sensitive information and software from computers, disks, or other property or media being surplused or disposed of, the aforementioned entities should improve their procedures or practices for the disposal of IT property as follows: FWC should develop or enhance written procedures for the erasure of surplus computer hard drives.

FWC Response:

The FWC Office of Information Technology (FWC-OIT) has extended its documented procedures to include detailed instructions and screenshots for using DBAN (hard drive wiping application) when computers have more than one hard drive installed. FWC-OIT has also improved their computer disposal document instructions to include procedures regarding drives that cannot be recognized by the DBAN tool (i.e. damaged hard drives). All updated procedures have been uploaded to the FWC-OIT technician's SharePoint site for statewide reference.