



## **EXECUTIVE SUMMARY**

### **DEPARTMENT OF LABOR AND WORKFORCE DEVELOPMENT UNEMPLOYMENT SYSTEMS – INFORMATION TECHNOLOGY OPERATIONS July 1, 2019 to May 31, 2022**

We found that the department provided a sufficient information technology service management level to claimants to meet the increased needs in the unemployment insurance (UI) claims processing environment, and we found no evidence that delays in the processing of initial claims or recertifications were caused by deficiencies in the information technology structure or operations. We also found that, overall, the department has controls over logical access and contingency planning in place to ensure the confidentiality, integrity, and availability of the processing environment for UI claims, though we noted areas for improvement in controls and processes that are needed. In the area of change control, there was a breakdown in the controls during the audit period; however, our additional audit work found no instances where this caused errors or delays in the processing of claims.

### **AUDIT HIGHLIGHTS**

- During the surge in claims volume related to the pandemic, the department took a reactive approach to capacity and performance changes in the web processing environment in response to potential issues identified by its monitoring processes. We identified eleven changes that could have been implemented prior to the pandemic surge; however, all of the issues were addressed timely and caused no significant delays to claims processing. In the mainframe processing environment, there was a performance analysis and processor upgrade performed in April 2020 to prevent processing delays in that area.
- We reviewed monitoring results for the period March 1, 2020 through May 1, 2020 in the processing environment to determine if technical issues occurred that would have affected the processing of claims. In the web processing environment, there were 12 incidents that may have affected a customer's ability to file or recertify an unemployment claim, and we calculated that the total outage time caused by these incidents accounted for a maximum of 1.6 percent of the total available filing/recertification time during the period. In the mainframe environment we identified 67 incidents affecting the successful completion of 121 individual programs; however, just eight of the incidents took more than 24 hours to resolve. The 121 affected programs represented only 0.18 percent of the total daily programs run during the period. Based on our analysis, we found no evidence that the mainframe incidents that did occur during the review period caused any significant delay in the processing of claims by the Local Office Online Payment System (LOOPS).
- We selected 35 changes to LOOPS programs and found that a formal change control process was not followed, resulting in two changes having errors and needing to be backed out of production. Neither of these changes were directly related to the processing of claims.

### **AUDITEE RESPONSE**

The department generally concurs with our findings and recommendations.

For the complete audit report or to print this Executive Summary, click on the attached files.