

STATE OF ILLINOIS  
DEPARTMENT OF INNOVATION AND TECHNOLOGY  
INFORMATION TECHNOLOGY SHARED SERVICES SYSTEM

Report Required Under  
*Government Auditing Standards*

FOR THE PERIOD  
JULY 1, 2023 – JUNE 30, 2024

**STATE OF ILLINOIS  
DEPARTMENT OF INNOVATION AND TECHNOLOGY  
INFORMATION TECHNOLOGY SHARED SERVICES**

**For the Year Ended June 30, 2024**

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STATE OF ILLINOIS  
**DEPARTMENT OF INNOVATION AND TECHNOLOGY**  
For July 1, 2023 through June 30, 2024

**DEPARTMENT OFFICIALS**

Secretary (5/24/24 – present)	Sanjay Gupta
Secretary (Acting) (7/1/23– 5/23/24)	Sanjay Gupta
Deputy Secretary (5/24/24 - present)	Brandon Ragle
Deputy Secretary (Acting) (7/1/23 – 5/23/24)	Brandon Ragle
Acting Assistant Secretary (7/1/23 – present)	Vacant
Chief of Staff	Jenifer Johnson
Chief Administrative Officer	Albert Coll
Chief Technology Officer	Lori Sorenson
Chief Data Officer (6/18/24 – present)	Vacant
Chief Data Officer (7/1/23 – 6/17/24)	Dessa Gypalo
Chief Information Security Officer (5/16/24 – present)	Jason Bowen
Chief Information Security Officer (1/8/24 – 5/15/24)	Vacant
Chief Information Security Officer (7/1/23 – 1/7/24)	Adam Ford
Chief Enterprise Architect (2/1/24 – present)	William Downing
Chief Enterprise Architect (7/1/23 – 1/31/24)	Vacant
ERP Program Director	Tara Kessler
Chief Internal Auditor	John Valtierra
Affirmative Action/Equal Employment Opportunity Officer	Vickie Simpson
Chief of Supplier Diversity	Aliceber Rivera
Chief Information Accessibility Officer	Michael Scott
Chief Fiscal Officer	Mary Feagans
General Counsel (12/1/23 – present)	Radhika Lakhani
General Counsel (7/1/23 – 11/30/23)	Margaret Van Dijk
Group Chief Information Officers	
Health & Human Services	Stephen “Troy” Horton

Government & Public Employees

Sultan Raziuddin

Business & Workforce

Lora McDonald

Natural & Cultural Resources (6/17/24 – present)

Andrew Martin

Natural & Cultural Resources (2/1/24 – 6/16/24)

Vacant

Natural & Cultural Resources (7/1/23 – 1/31/24)

William Downing

Public Safety

Christopher Britten

Education

Mary Reynolds

**DEPARTMENT OFFICES**

The Department's primary administrative offices are located at:

120 W. Jefferson Street

201 W. Adams Street

Springfield, IL 62702-5170

Springfield, IL 62702-5170

**STATE OF ILLINOIS  
DEPARTMENT OF INNOVATION AND TECHNOLOGY  
GOVERNMENT AUDITING STANDARDS REPORT**

**Government Auditing Standards Report Summary**

The examination of the “Description of the State of Illinois, Department of Innovation and Technology, Information Technology Shared Services System” (System and Organization Controls Report) was performed by CliftonLarsonAllen LLP in accordance with *Government Auditing Standards* issued by the Comptroller General of the United States.

Based on their examination, the Service Auditors expressed a qualified opinion on the Department’s “Description of the State of Illinois, Department of Innovation and Technology, Information Technology Shared Services System”. The System and Organization Controls Report was issued under separate cover dated October 23, 2024.

**Summary of Findings**

The Service Auditors identified certain deficiencies in internal controls over the “Description of the State of Illinois, Department of Innovation and Technology, Information Technology Shared Services System” that are considered to be a material weakness.

<u>Item No.</u>	<u>Page</u>	<u>Last/First Reported</u>	<u>Description</u>	<u>Finding Type</u>
<b>CURRENT FINDINGS</b>				
2024-001	8	2024/2024	Controls Were Not Suitably Designed or Did Not Operate Effectively	Material Weakness
<b>Prior Findings Not Repeated</b>				
A	9	2023/2022	Controls Were Not Suitably Designed	
B	9	2023/2018	Controls Did Not Operate Effectively	

## Exit Conference

This report was discussed with Department personnel at an exit conference on October 8, 2024.  
Attending were:

### Representing the Department of Innovation and Technology

Mr. Sanjay Gupta, Secretary  
Mr. Brandon Ragle, Deputy Secretary  
Ms. Jenifer Johnson, Chief of Staff  
Mr. Albert Coll, Chief Administrative Officer  
Mr. Markus Veile, Deputy Chief Information Security Officer  
Mr. Jason Bowen, Chief Information Security Officer  
Ms. Lori Sorenson, Chief Technology Officer  
Mr. Dale Walters, Chief of Network Operations  
Mr. William Roth, Chief of Enterprise Applications  
Mr. John Valtierra, Chief Internal Auditor  
Ms. Jessica Micenheimer, External Audit Coordinator  
Ms. Kelly Guerrero, Internal Auditor

### Office of the Auditor General

Ms. Sara Metzger, Assistant Director, Financial/Compliance Division  
Mr. Reddy Bommareddi, Senior Audit Manager

### CliftonLarsonAllen LLP

Mr. James Kreiser, Principal – Business Risk Services / SOC  
Mr. Joel Eshleman, Principal – Business Risk Services / SOC  
Ms. Nancy Kaplan, Director – Business Risk Services / SOC  
Mr. Brian Boguski, Director – Business Risk Services / SOC  
Mr. Joseph Chaves, Director – Business Risk Services / SOC  
Mr. Patrick Sullivan, Senior – Business Risk Services / SOC

The responses to the recommendations were provided by Kelly Guerrero, Internal Auditor on October 11, 2024.



**INDEPENDENT SERVICE AUDITOR’S REPORT ON INTERNAL  
CONTROL OVER REPORTING AND ON COMPLIANCE AND  
OTHER MATTERS BASED ON AN EXAMINATION OF A  
SERVICE ORGANIZATION PERFORMED  
IN ACCORDANCE WITH *GOVERNMENT AUDITING STANDARDS***

Honorable Frank J. Mautino  
Auditor General  
State of Illinois

We have examined, in accordance with the attestation standards established by the American Institute of Certified Public Accountants and the standards applicable to attestation engagements contained in *Government Auditing Standards* issued by the Comptroller General of the United States, the State of Illinois, Department of Innovation and Technology’s (Department) “Description of the State of Illinois, Department of Innovation and Technology, Information Technology Shared Services System” (description) for the State of Illinois, Information Technology Shared Services throughout the period from July 1, 2023, through June 30, 2024, and have issued our report thereon under separate cover dated October 23, 2024. That report was modified due to certain matters related to internal control design and monitoring.

**Report on Internal Control**

Management of the State of Illinois, Department of Innovation and Technology is responsible for establishing and maintaining effective internal control over (1) fairly presenting the State of Illinois, Department of Innovation and Technology’s “Description of the State of Illinois, Department of Innovation and Technology, Information Technology Shared Services System” throughout the period from July 1, 2023, through June 30, 2024, and (2) establishing and maintaining effective internal control over the suitable design and operating effectiveness of the controls related to the control objectives within the State of Illinois, Department of Innovation and Technology’s “Description of the State of Illinois, Department of Innovation and Technology, Information Technology Shared Services System” throughout the period from July 1, 2023, through June 30, 2024.

In planning and performing our examination, we considered the State of Illinois, Department of Innovation and Technology’s internal control over reporting to determine the examination procedures that are appropriate in the circumstances for the purpose of expressing our opinion on the State of Illinois, Department of Innovation and Technology’s “Description of the State of Illinois, Department of Innovation and Technology, Information Technology Shared Services System” throughout the period from July 1, 2023, through June 30, 2024, but not for the purpose of expressing an opinion on the effectiveness of the State of Illinois, Department of Innovation and Technology’s internal control over reporting. Accordingly, we do not express an opinion on the effectiveness of the State of Illinois, Department of Innovation and Technology’s internal control over reporting.

*A deficiency in internal control over reporting* exists when the design or operation of a control does not allow management or employees, in the normal course of performing their assigned functions, to prevent, or detect and correct, misstatements on a timely basis. A *material weakness in internal control over reporting* is a deficiency, or a combination of deficiencies, in internal control such that there is a reasonable possibility that a material misstatement of the Department's description will not be prevented, or detected and corrected, on a timely basis. A *significant deficiency in internal control over reporting* is a deficiency, or a combination of deficiencies, in internal control that is less severe than a material weakness, yet important enough to merit attention by those charged with governance.

Our consideration of internal control over reporting was for the limited purpose described in the first paragraph of this section and was not designed to identify all deficiencies in internal control over reporting that might be material weaknesses or significant deficiencies and, therefore, material weaknesses or significant deficiencies may exist that were not identified. We did identify certain deficiencies in internal control, described in the accompanying schedule of findings as item 2024-001 that we consider to be a material weakness.

### **Report on Compliance and Other Matters**

As part of obtaining reasonable assurance about whether the State of Illinois, Department of Innovation and Technology's "Description of the State of Illinois, Department of Innovation and Technology, Information Technology Shared Services System" throughout the period from July 1, 2023, through June 30, 2024, is fairly presented and the controls related to the control objectives in the State of Illinois, Department of Innovation and Technology's "Description of the State of Illinois, Department of Innovation and Technology, Information Technology Shared Services System" throughout the period from July 1, 2023, through June 30, 2024, were suitably designed and operating effectively, we performed tests of its compliance with certain provisions of laws, regulations, contracts, and grant agreements, noncompliance with which could have a direct and material effect on the State of Illinois, Department of Innovation and Technology's "Description of the State of Illinois, Department of Innovation and Technology, Information Technology Shared Services System" throughout the period from July 1, 2023, through June 30, 2024. However, providing an opinion on compliance with those provisions was not an objective of our examination and, accordingly, we do not express such an opinion. The results of our tests disclosed no instances of noncompliance or other matters that are required to be reported under *Government Auditing Standards*.

### **State of Illinois, Department of Innovation and Technology's Response to the Finding**

The State of Illinois, Department of Innovation and Technology's response to the internal control finding identified in our examination is described in the accompanying schedule of findings. The State of Illinois, Department of Innovation and Technology's response was not subjected to the procedures applied in the examination and, accordingly, we express no opinion on the response.



## **Purpose of this Report**

The purpose of this report is solely to describe the scope of our testing of internal control and compliance and the results of that testing, and not to provide an opinion on the effectiveness of the State of Illinois, Department of Innovation and Technology's internal control or on compliance. This report is an integral part of an examination performed in accordance with *Government Auditing Standards* in considering the State of Illinois, Department of Innovation and Technology's internal control and compliance. Accordingly, this communication is not suitable for any other purpose.

**SIGNED ORIGINAL ON FILE**

**CliftonLarsonAllen LLP**

Peoria, Illinois  
October 23, 2024

**STATE OF ILLINOIS**  
**DEPARTMENT OF INNOVATION AND TECHNOLOGY**  
**CURRENT FINDINGS - *GOVERNMENT AUDITING STANDARDS***  
**For the Year Ended June 30, 2024**

**2024-001**      **Finding**      Controls Were Not Suitably Designed or Did Not Operate Effectively

The controls related to the control objectives stated in the “Description of the State of Illinois, Department of Innovation and Technology’s Information Technology Shared Services System” (description of system), provided by the Department of Innovation and Technology (Department), were not suitably designed or did not operate effectively to provide reasonable assurance the control objectives would be achieved.

As part of our testing to determine if the controls were suitably designed, we requested the Department provide populations related to unsuccessful backups and processing deviations, problems and errors. However, the Department was unable to provide the populations. Due to these conditions, we were unable to conclude the Department’s population records were sufficiently precise and detailed under the Attestation Standards promulgated by the American Institute of Certified Public Accountants (AT-C § 320.30) to test the suitable design of the controls. As such, we could not perform testing.

As a result, we were unable to determine if the controls were suitably designed or operated effectively.

The Fiscal Control and Internal Auditing Act (30 ILCS 10/3001) requires the Department to establish and maintain a system, or systems, of internal fiscal and administrative controls to provide assurance that resources and funds applicable to operations are properly recorded and accounted for to permit the preparation of accounts and reliable financial and statistical reports and to maintain accountability over the State’s resources.

The Department indicated the weaknesses were due to system limitations.

Failure to provide noted populations resulted in a qualified opinion on the Department’s System and Organization Controls Report. Additionally, without controls that are suitably designed at the Department, the user agencies’ auditors will be unable to rely on the suitability of the design or the operating effectiveness of the Department’s controls over the user agencies’ internal control over financial reporting. (Finding Code No. 2024-001)

**Recommendation**

We recommend the Department ensure the controls are suitably designed and operate effectively over the services provided to user agencies.

**Department Response**

The Department concurs and is assessing options to capture and retain reports of alerts from the mainframe log files.

**STATE OF ILLINOIS**  
**DEPARTMENT OF INNOVATION AND TECHNOLOGY**  
**PRIOR YEAR FINDINGS NOT REPEATED**  
**For the Year Ended June 30, 2024**

A. **FINDING** (Controls Were Not Suitably Designed)

During the prior examination, the Department of Innovation and Technology (Department) did not ensure its controls over the State's Information Technology Shared Services System were suitably designed or operated effectively. Specifically, the Department was unable to provide populations related to:

- New Agency Application Administrator logical access requests;
- Active Directory access requests, modifications, and terminations;
- Security Software accounts created, modified, and revoked;
- New Security Software Administrator accounts;
- New and terminated physical access request, including non-State employees; and
- Changes made to applications.

During the current examination, the Department provided such populations. (Finding Code No. 2023-001, 2022-002)

B. **FINDING** (Controls Did Not Operate Effectively)

During the prior examination, the Department did not ensure its controls over the State's Information Technology Shared Services System operated effectively. Specifically, the controls related to Applications, Change Management, Physical Security, Logical Security, Security Violations, and Environments did not operate effectively.

During the current examination, our testing indicated such controls operated effectively. (Finding Code No. 2023-002, 2022-003, 2021-001, 2020-002, 2019-003, 2018-003)