

AUDITOR'S REPORT

PUBLIC SAFETY RADIO INFOR ENTERPRISE ASSET MANAGEMENT INTERFACE WITH THE COUNTY'S FINANCIAL SYSTEM



October 4, 2019

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October 4, 2019

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Executive Director & Chief Information Officer
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RE: Public Safety Radio Department Infor Enterprise Asset Management (Infor EAM) Interface with Harris County's Financial System (IFAS), as of July 12, 2019.

The Audit Services Department performed procedures relative to the new Public Safety Radio Department's Infor EAM application's interface with IFAS. The objective of the engagement was to selectively test the completed acceptance testing documentation to evaluate whether the departmental testing supports that the implementation of the Infor EAM interface to IFAS was in compliance with Harris County Accounting Procedure O.15, *New System Interfaces to IFAS*.

Our procedures included the following:

1. Evaluated whether test plans/scripts used by Public Safety Radio and the Auditor's Office Grants and Accounts Receivable Department (Grants and A/R) were adequate.
2. Selectively reviewed the completed acceptance testing documentation to evaluate whether the departmental testing supports the required revenue information for the various services rendered by Public Safety Radio was passed accurately and completely from Infor EAM to IFAS through the automated interface.
3. Selectively examined system rights and privileges granted to Public Safety Radio personnel authorized to execute the interface with IFAS, as well as Grants and A/R personnel authorized to receive and post the interfaced data to IFAS.
4. Determined whether a plan had been designed and documented, and carried out if necessary, to revert back to the previous computing environment that would allow for business continuity should the new automated interface fail upon implementation.
5. Followed up with Public Safety Radio, Grants and A/R management after the go-live date to determine that the Infor EAM interface to IFAS was working as intended.

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Executive Director & Chief Information Officer

Ms. Leslie Wilks Garcia
First Assistant County Auditor

The work performed required our staff to exercise judgment in completing the scope procedures. As the procedures were not a detailed examination of all transactions, there is a risk that fraud, errors, or omissions were not detected during this engagement. The official, therefore, retains the responsibility for the accuracy and completeness of their financial records and for ensuring sufficient controls are in place to detect and prevent fraud, errors, or omissions.

The enclosed Auditor's Report does not include any issues or recommendations as none were identified during our procedures. We appreciate the time and attention provided by you and your staff during this engagement.

Sincerely,



Michael Post
County Auditor

cc: District Judges
County Judge Lina Hidalgo
Commissioners:
 R. Jack Cagle
 Rodney Ellis
 Adrian Garcia
 Steve Radack
Kim Ogg
Vince Ryan
William J. Jackson

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OVERVIEW

The Texas Wide Area Radio Network (TxWARN) is owned and managed by the Universal Services (US) Public Safety Technology/Public Safety Radio (formerly known as Radio Services) team. The TxWARN system encompasses approximately 70,000 subscriber radios spread across 1,118 agencies. Services provided include radio infrastructure support, radio subscriber maintenance, radio installation, and radio programming and training. In addition, the team also provides communication assistance and consultation to agencies and actively participates in emergency management planning, training, and response.

To manage all aspects of their communications-specific assets, operations and billing, Public Safety Radio used MCM Technology's application (Commshop 360) which interfaced with IFAS. In 2017, Public Safety Radio embarked on a project to replace Commshop 360 with Motorola's cloud-based Infor EAM application. While the interface to IFAS was not modified during this implementation, parallel testing of Infor EAM with the decommissioned Commshop 360 application was performed to determine if interfaced data was completely and accurately passed to IFAS.

The interface was migrated into the production environment on July 12, 2019.

SUMMARY OF AUDIT RESULTS

Based upon the procedures performed, test plans and scripts used to test the interface were adequate; the user acceptance testing supported that the required revenue information was passed accurately and completely through the automated interface; system rights were granted appropriately; a back-out plan was properly documented; and the interface was functioning as intended after it was placed in the production environment. The interface from Infor EAM to IFAS is in compliance with Harris County Accounting Procedure O.15, *New System Interfaces to IFAS*.