

**OFFICE OF INSPECTOR GENERAL
CITY OF JACKSONVILLE**



**FINAL REPORT
2022-CR-0003**

**DUVAL COUNTY PROPERTY APPRAISER INTERNAL CONTROL
AND DATA SECURITY COMPLIANCE REVIEW AUDIT**

Matthew J. Lascell

MATTHEW J. LASCELL

October 20, 2022

DATE ISSUED

“Enhancing Public Trust in Government Through Independent and Responsible Oversight”

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COMPLIANCE REPORT

Purpose

At the request of the Duval County Property Appraiser (Property Appraiser), the Office of Inspector General (OIG) conducted the Internal Control Attestation Audit (2022-CR-0003) in accordance with Section VI. Part A of Memorandum of Understanding (MOU) HSMV-0810-22 between the Florida Department of Highway Safety and Motor Vehicles (FLHSMV) and the Duval County Property Appraiser. The MOU pertains to the Property Appraiser's access to the FLHSMV Residency Webservice.

Background

The current MOU HSMV-0810-22 was executed on March 10, 2022. It superseded MOU HSMV-0447-19. The current MOU requires that the Property Appraiser – in order to have continued access to personal data from FLHSMV – have appropriate internal controls in place at all times to protect that data from unauthorized access, distribution, use, modification, or disclosure. Previously, the OIG conducted an Internal Control and Data Security Compliance Review Audit, issued October 15, 2021, which addressed this requirement of the prior MOU. All deficiencies noted during that review were corrected prior to the issuance of the report.

The Property Appraiser primarily uses the Residency Webservice to help determine taxpayer homestead exemption eligibility and possible fraud as outlined in Section 196.031, Florida Statutes (F.S.) and Section 196.015, F.S.

Statement of Objectives, Scope, and Methodology

The objectives of the Internal Control Attestation Audit were to:

1. Evaluate internal controls in regard to the FLHSMV Residency Webservice and verify compliance with the requirements of the MOU and applicable laws;
2. Determine if proper policies and/or procedures are in place regarding data security and personnel expectations while accessing the FLHSMV Residency Webservice System; and
3. Verify that all required documents have been approved by the appropriate professionals.

The Audit's scope was from January 11, 2022, to August 31, 2022. The Audit evaluated the Property Appraiser's internal controls in respect to the requirements of the MOU and applicable laws. The evaluation reviewed whether there were policies and procedures for personnel to follow, and data security policies and procedures to protect personal data.

Statement of Auditing Standards

The Audit was conducted in conformance with the *International Standards for the Professional Practice of Internal Auditing*, issued by the Institute of Internal Auditors. The standards require the OIG plan and perform the audit to obtain sufficient, reliable, relevant, and useful information to support the engagement results and conclusions based upon the stated audit objectives. This Audit was also conducted pursuant to Section 1.203(c), Charter of the City of Jacksonville, and Ordinance Code, Section 602.303(a-c).

Statement of Compliance

Due to the limited use and inability to edit the personal data received from FLHSMV, testing was not necessary to verify if internal controls are in place. The nature, timing, and extent of the procedures selected depend on OIG's judgement, including an assessment of the risks of material misstatement of the documentation provided, whether due to fraud or error. The OIG believes the evidence obtained was sufficient to provide a reasonable basis for our opinion.

The Property Appraiser's internal controls were evaluated, with regard to the requirements of the MOU and applicable laws. In addition, the evaluation reviewed whether there were policies and procedures for personnel to follow and data security policies and procedures in place to protect personal data. The OIG met with the Information Security Officer with the City of Jacksonville's Information Technology Division [who is a Certified Information Systems Security Professional], and the OIG determined up-to-date protocols are in place to ensure data security.

Based on our review, in our opinion, the Property Appraiser's Office is in compliance with MOU requirements.

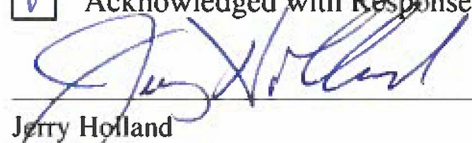
Management's Response

On October 19, 2022, the Property Appraiser was provided a copy of the Audit and given an opportunity to respond on or before November 15, 2022.

The signature below acknowledges receipt and review by the Duval County Property Appraiser:

Acknowledged with no Response

Acknowledged with Response

 10/19/22
Date

Jerry Holland
Property Appraiser
Duval County Property Appraiser
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